

FIG. 4

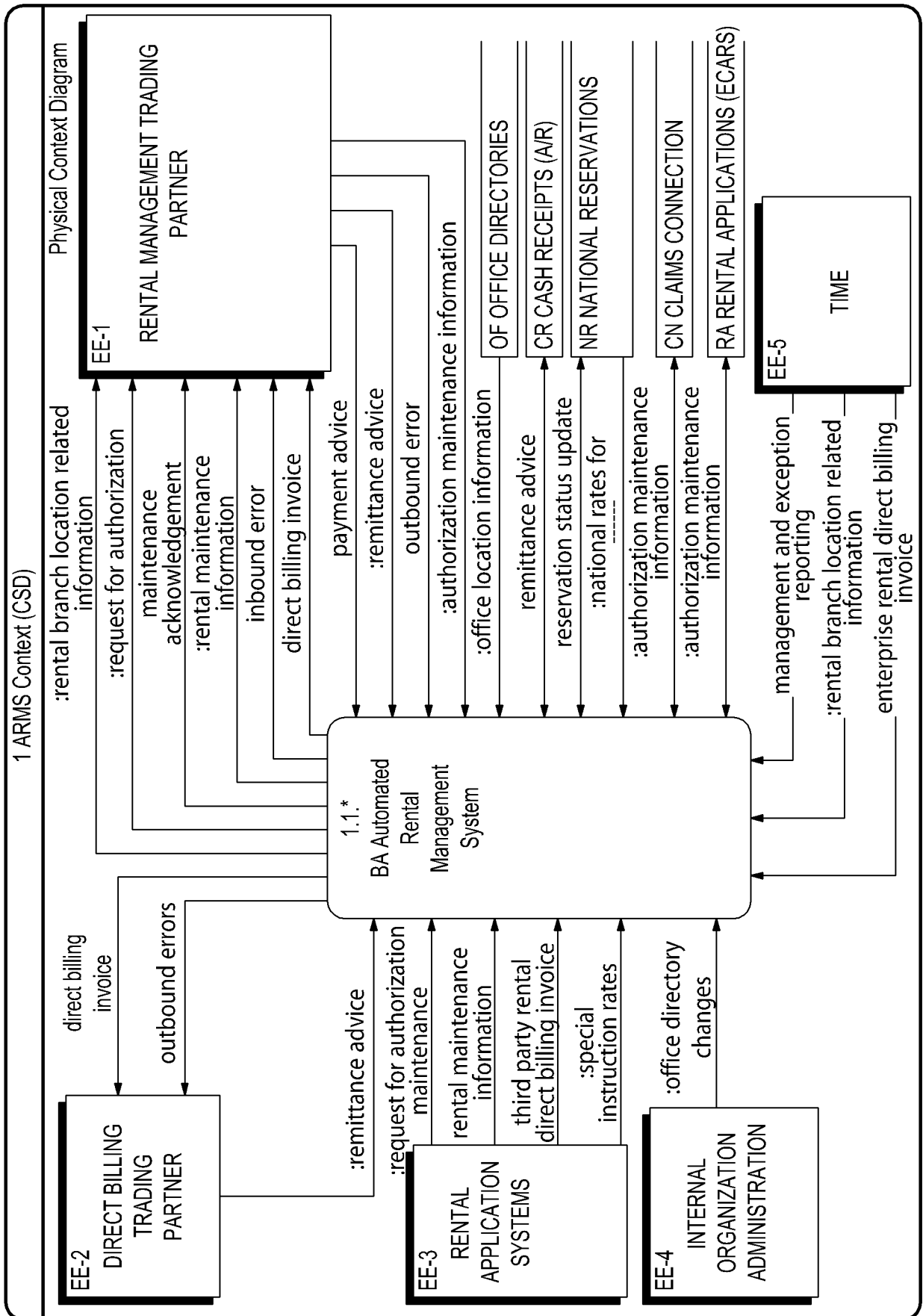


FIG. 5

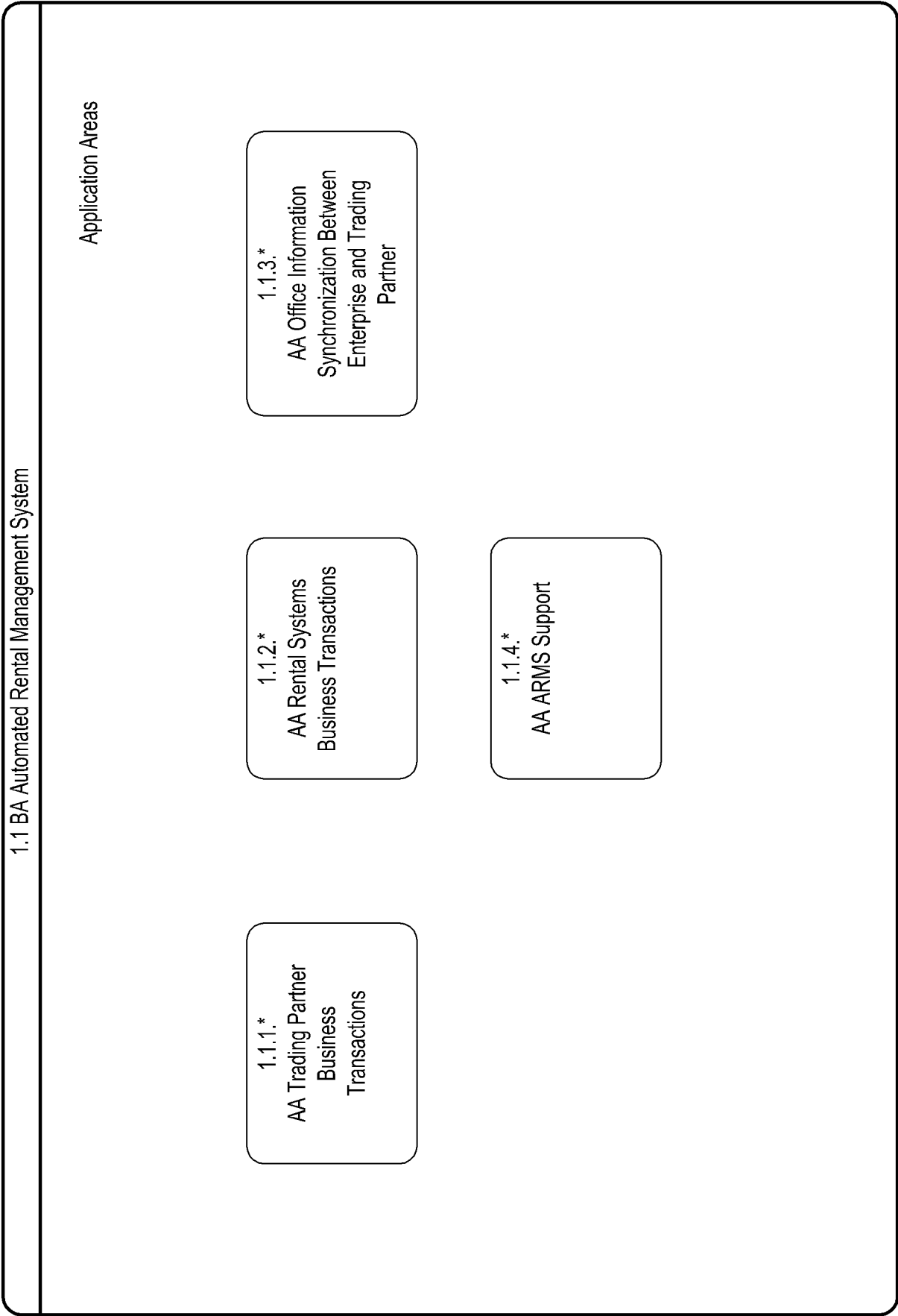


FIG. 6

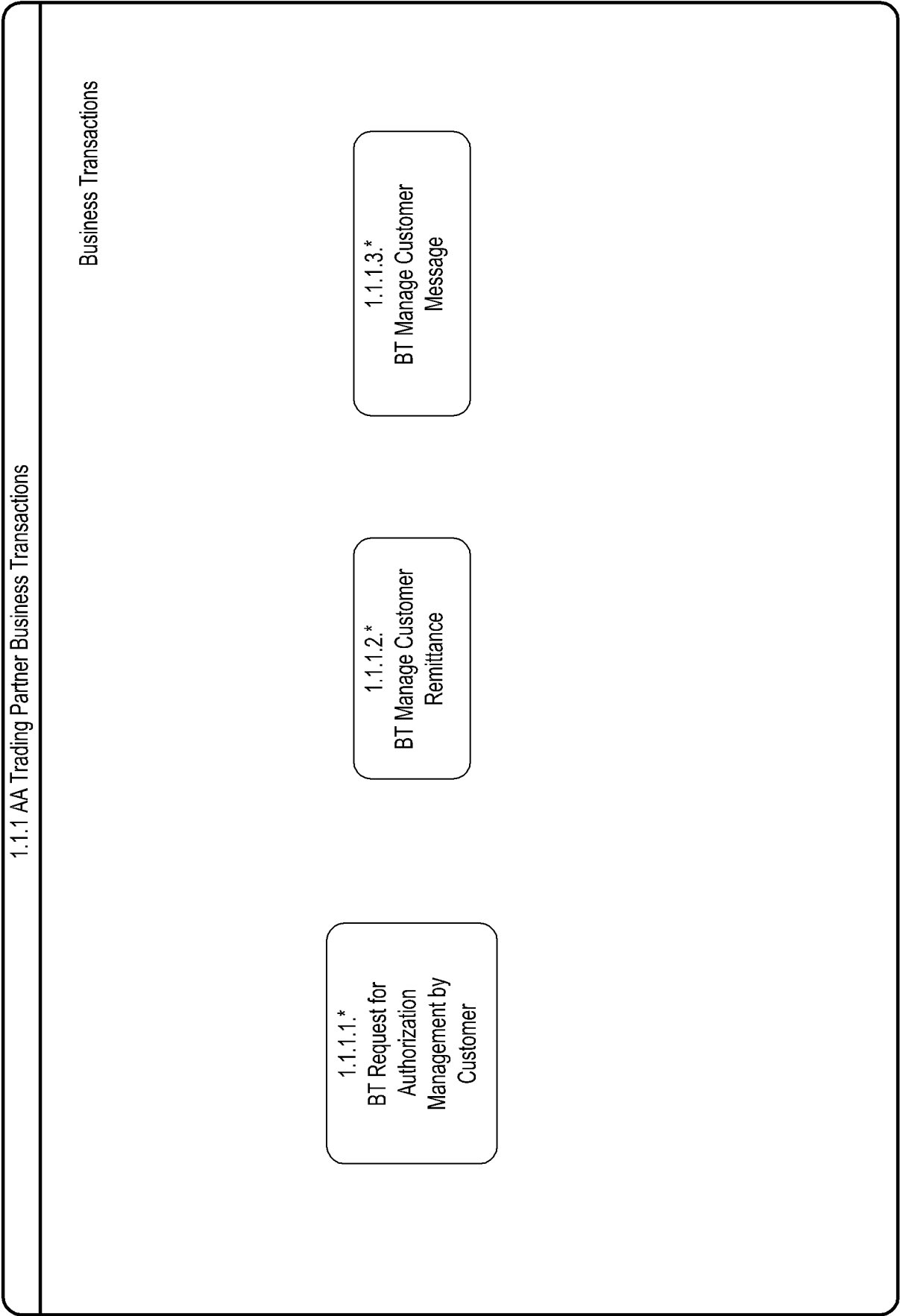


FIG. 7

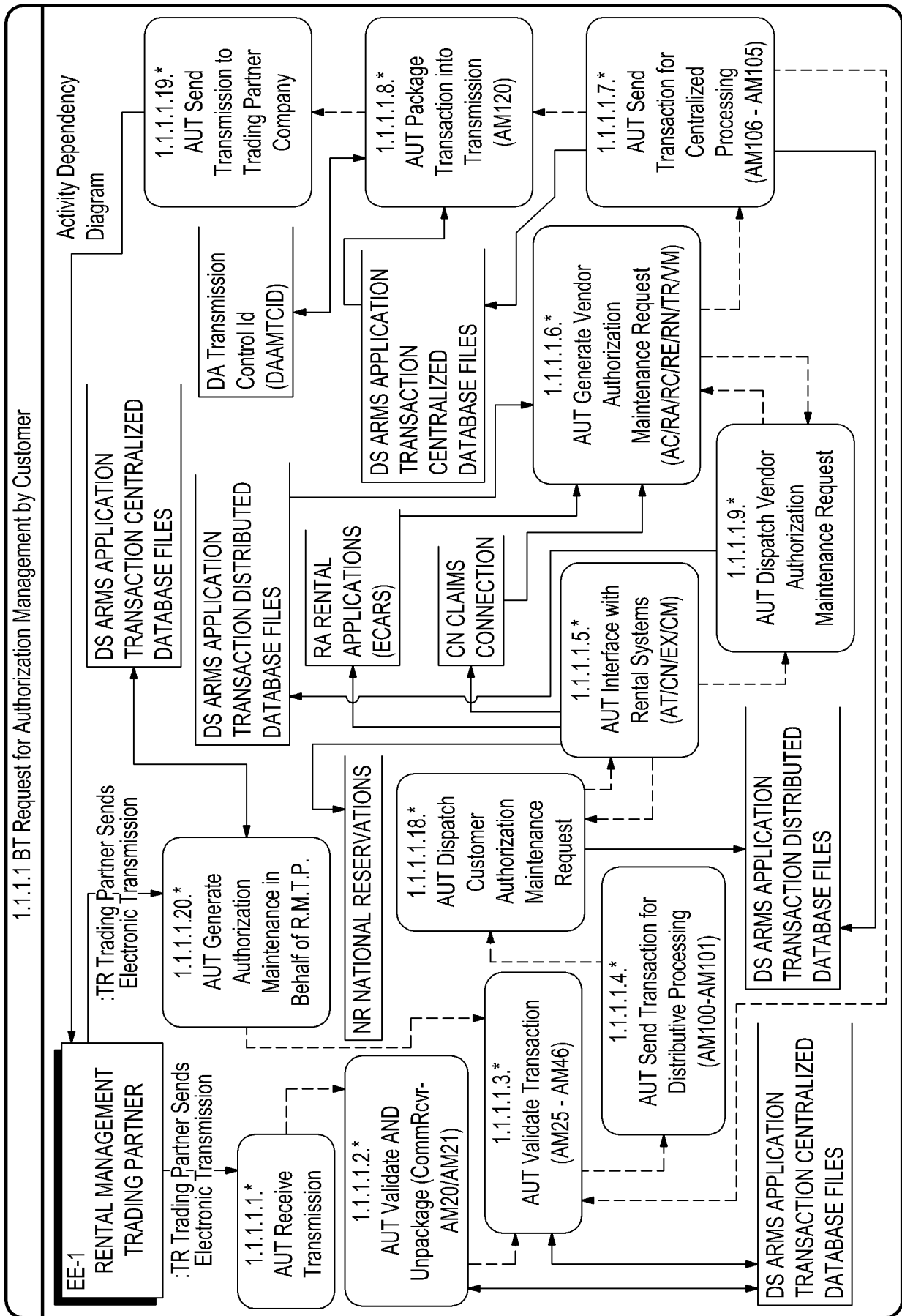


FIG. 8

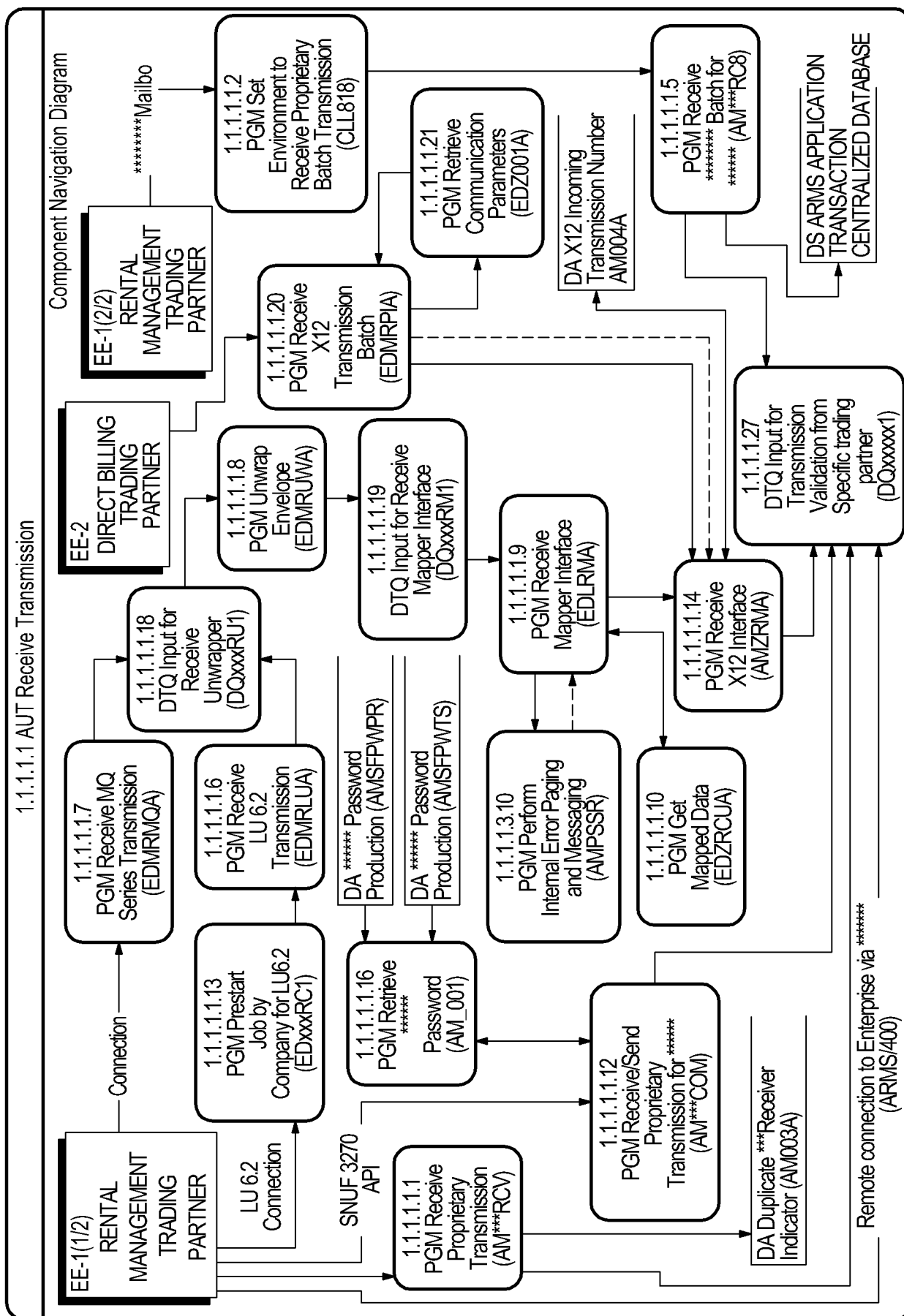


FIG. 9

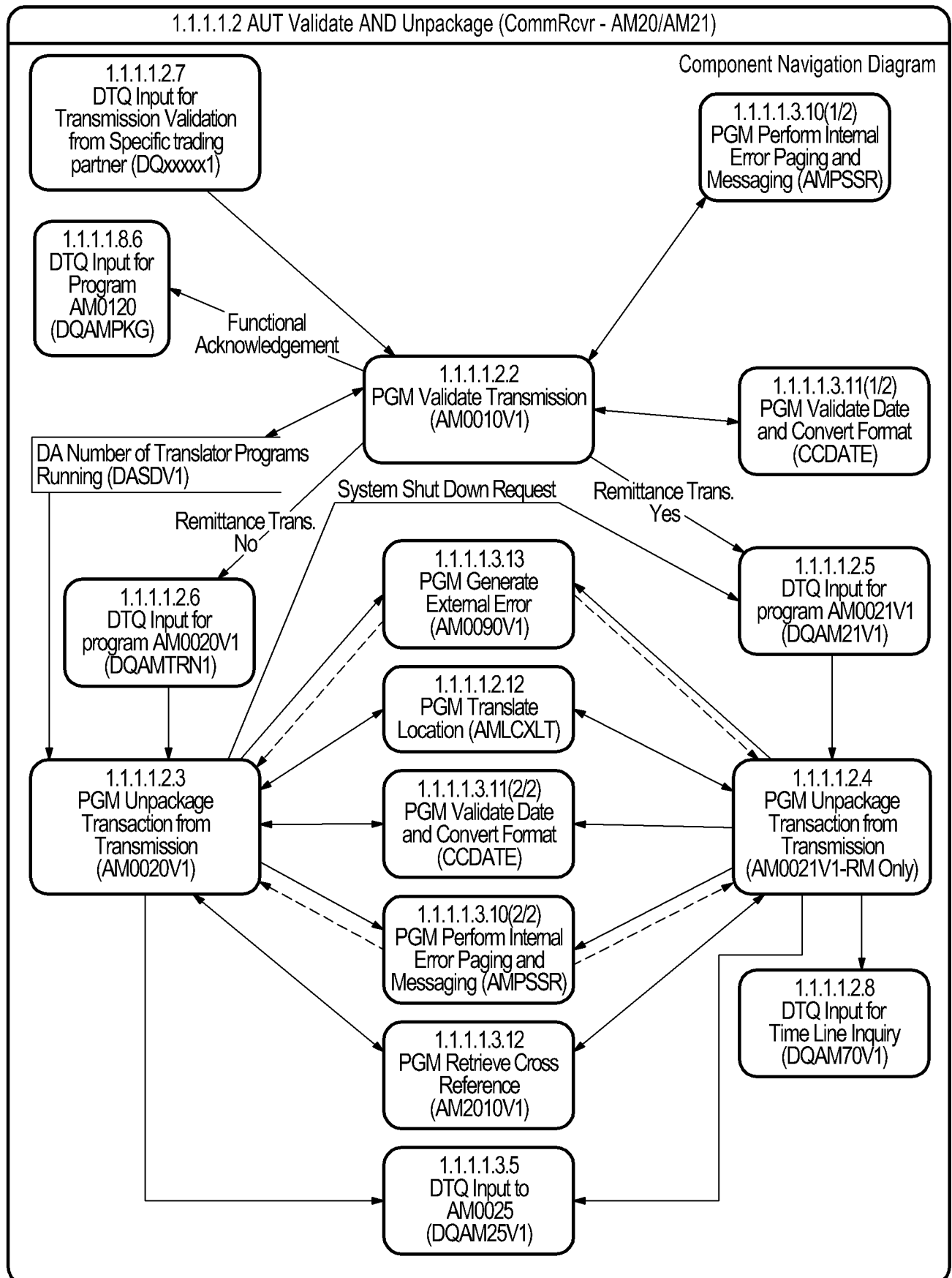
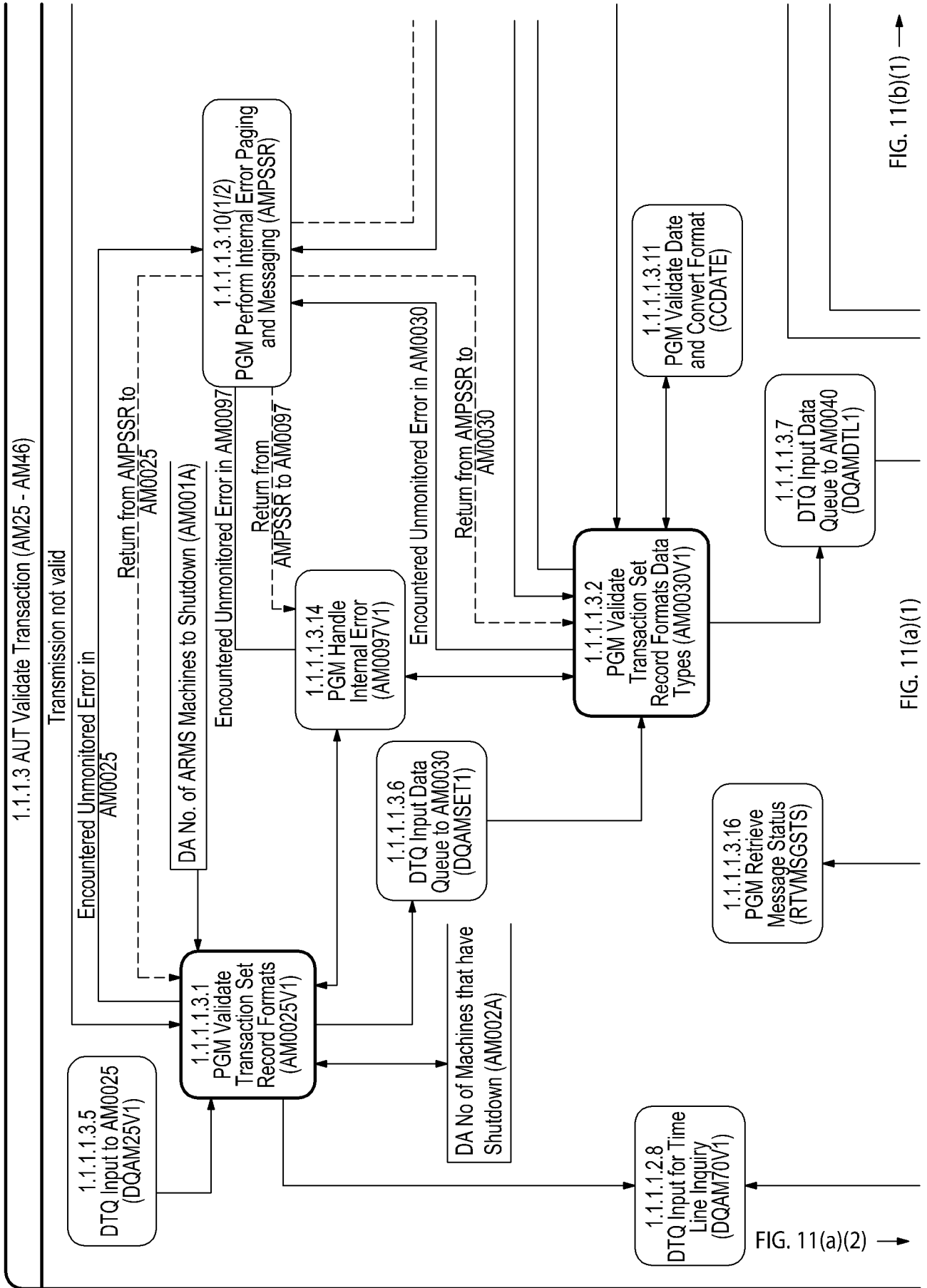
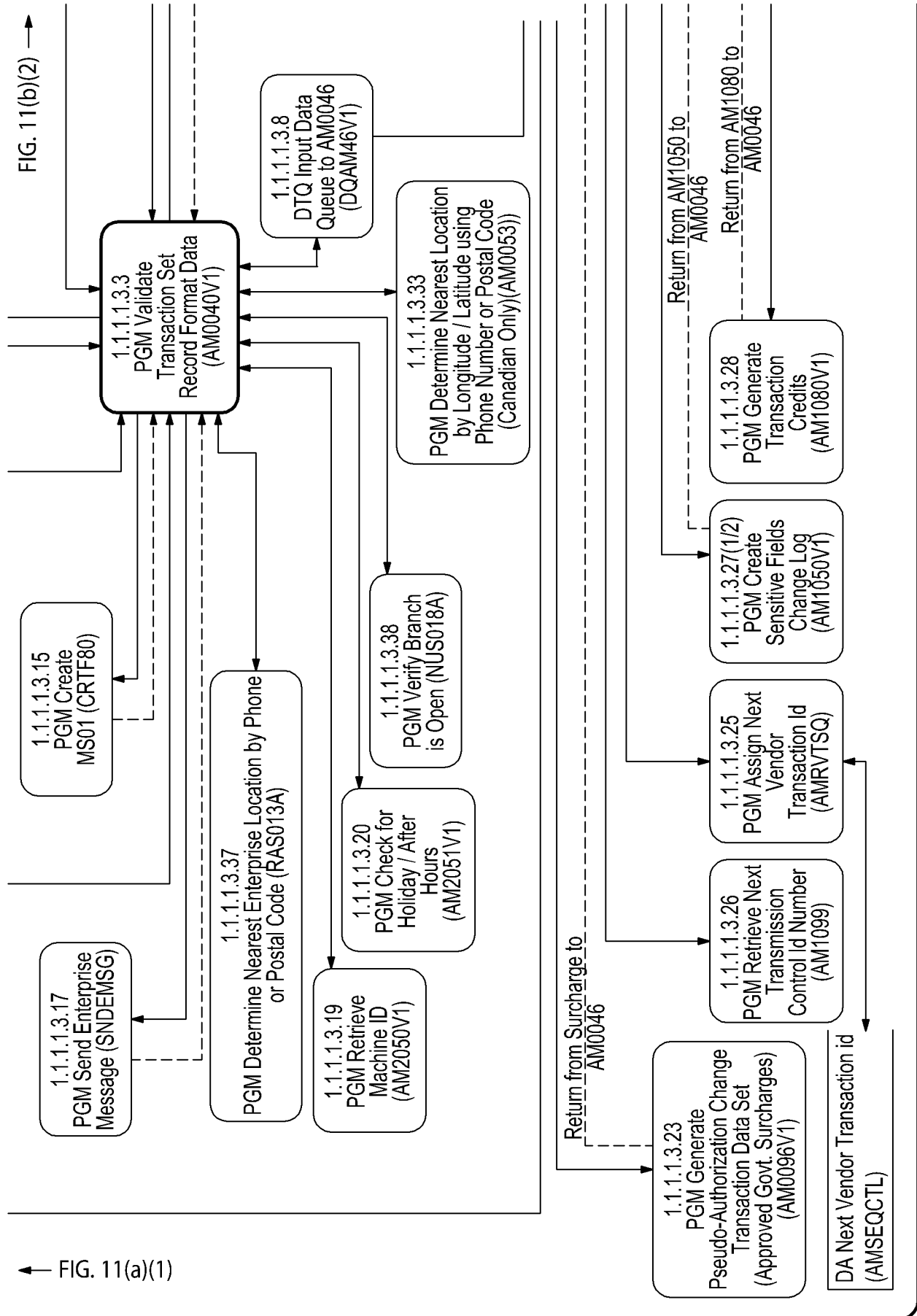
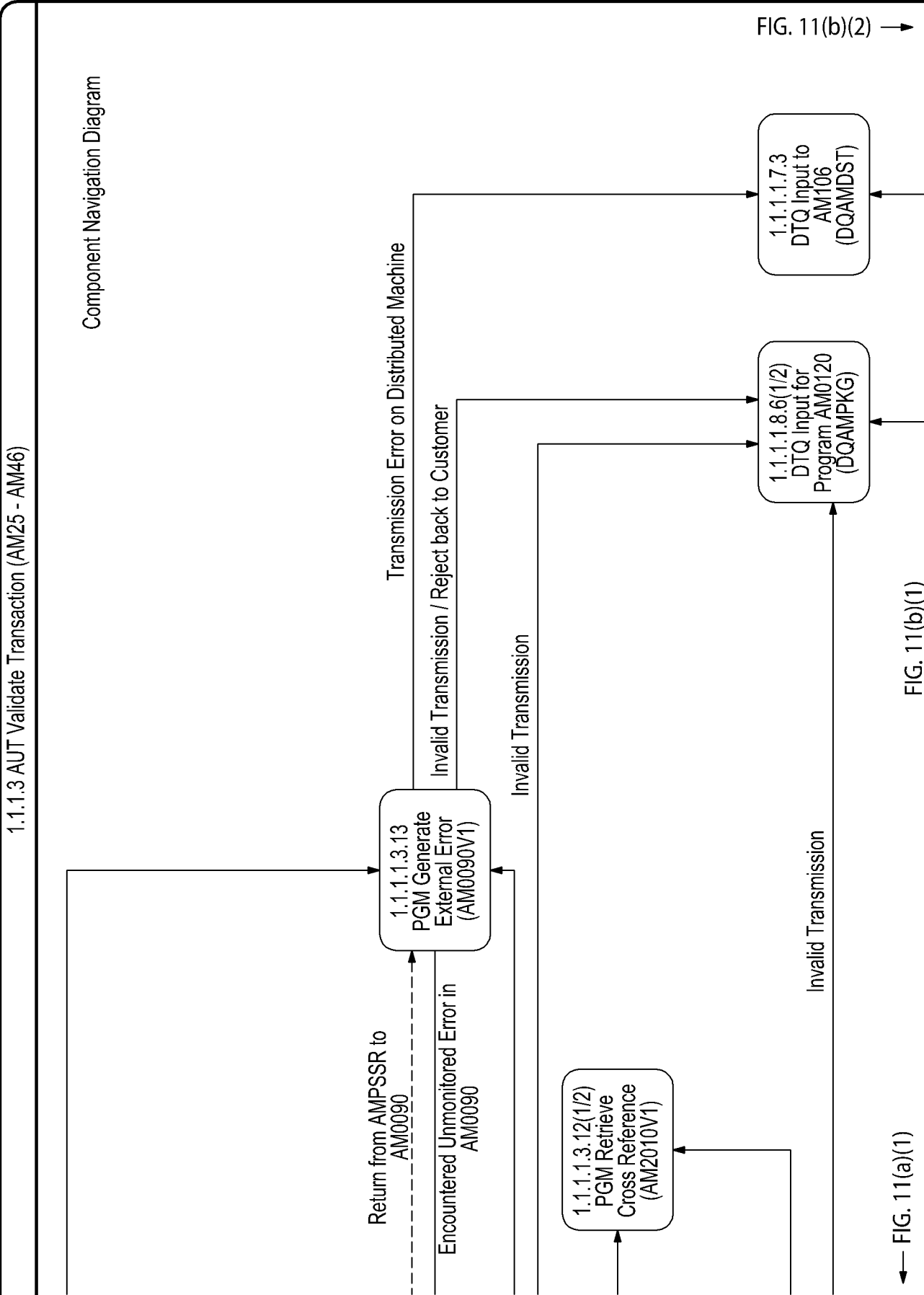


FIG. 10







← FIG. 11(b)(1)

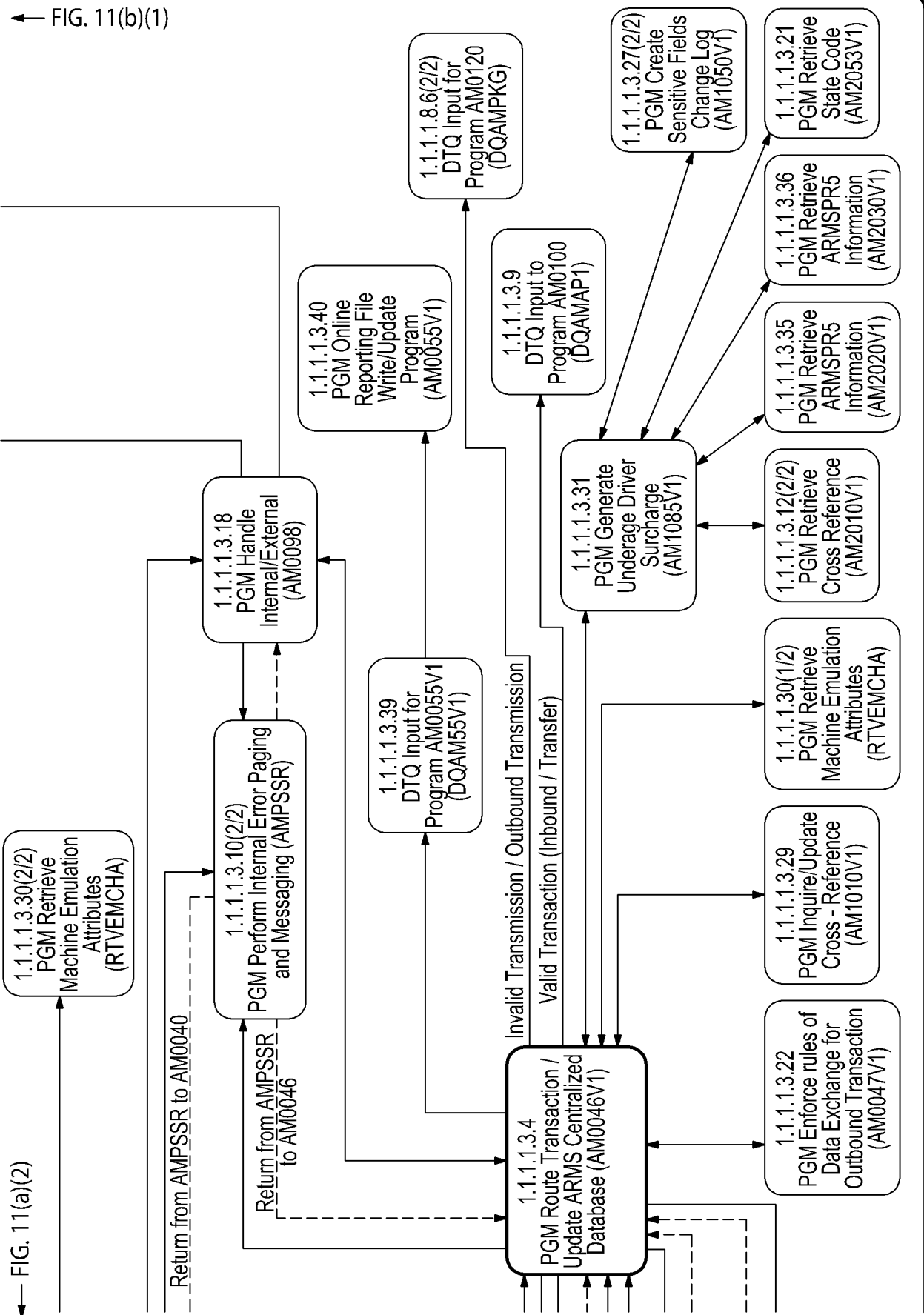


FIG. 11(b)(2)

1.1.1.1.4 AUT Send Transaction for Distributive Processing (AM100-AM101)

Component Navigation Diagram

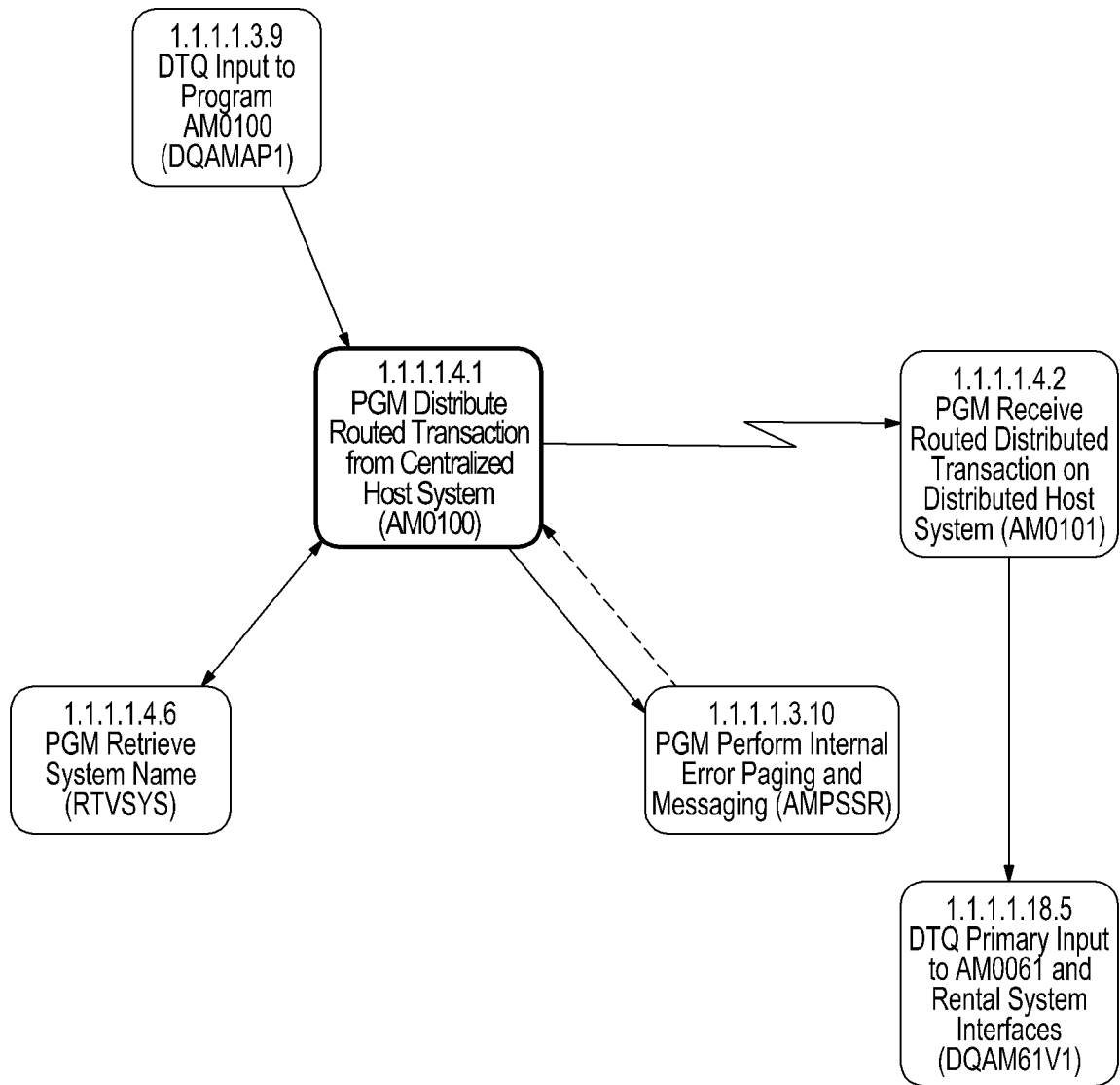


FIG. 12

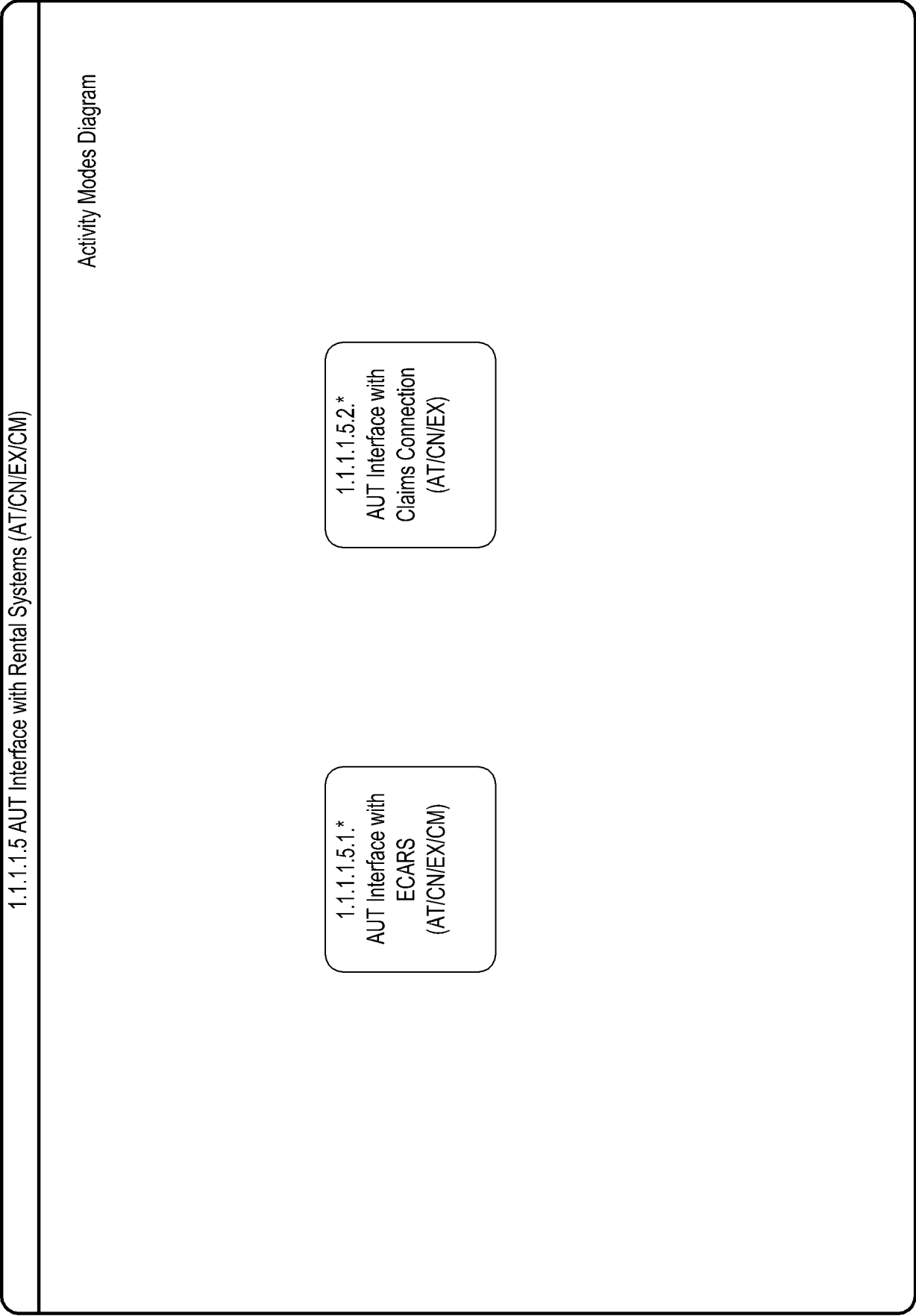


FIG. 13

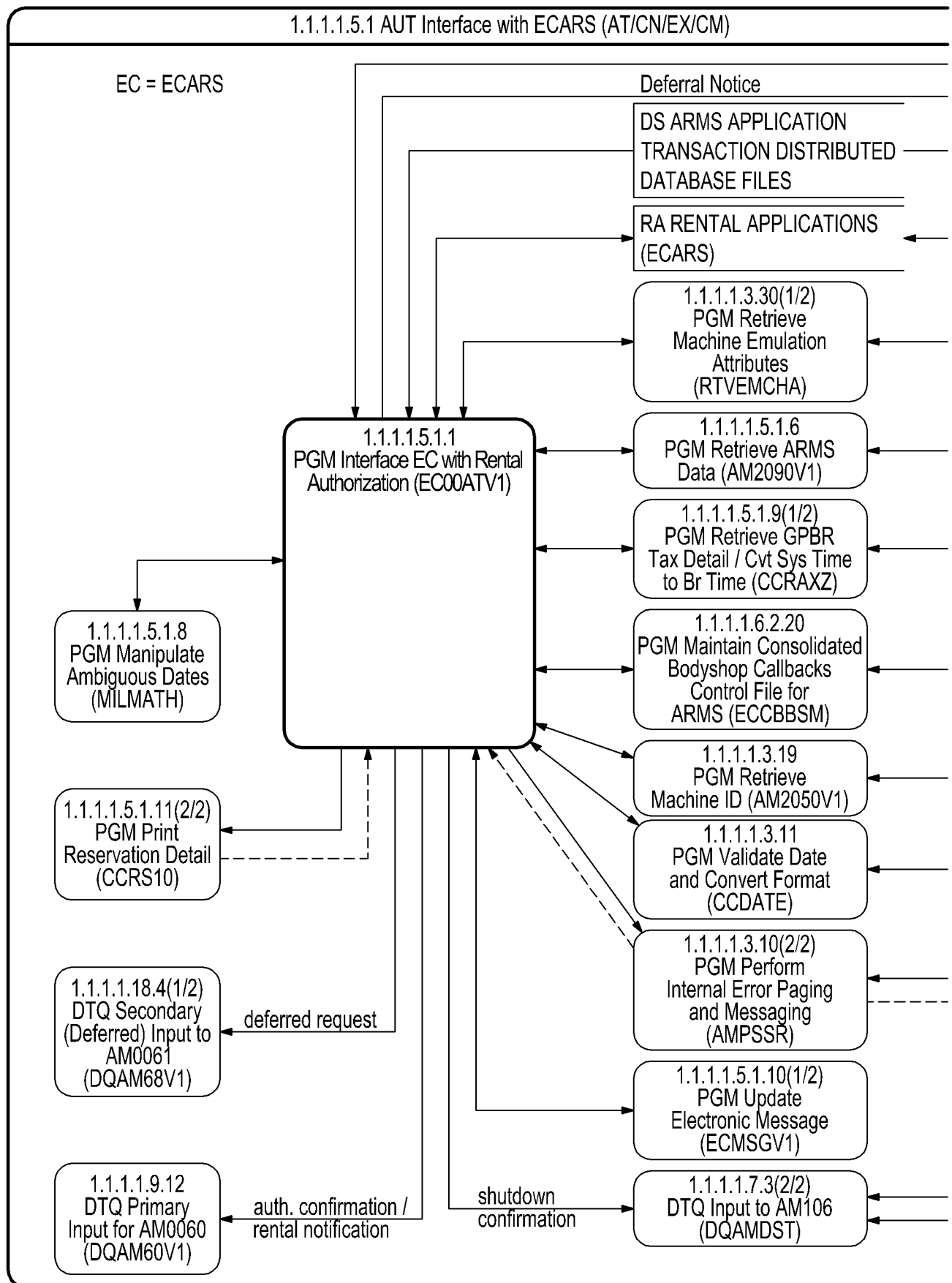


FIG. 14(a)

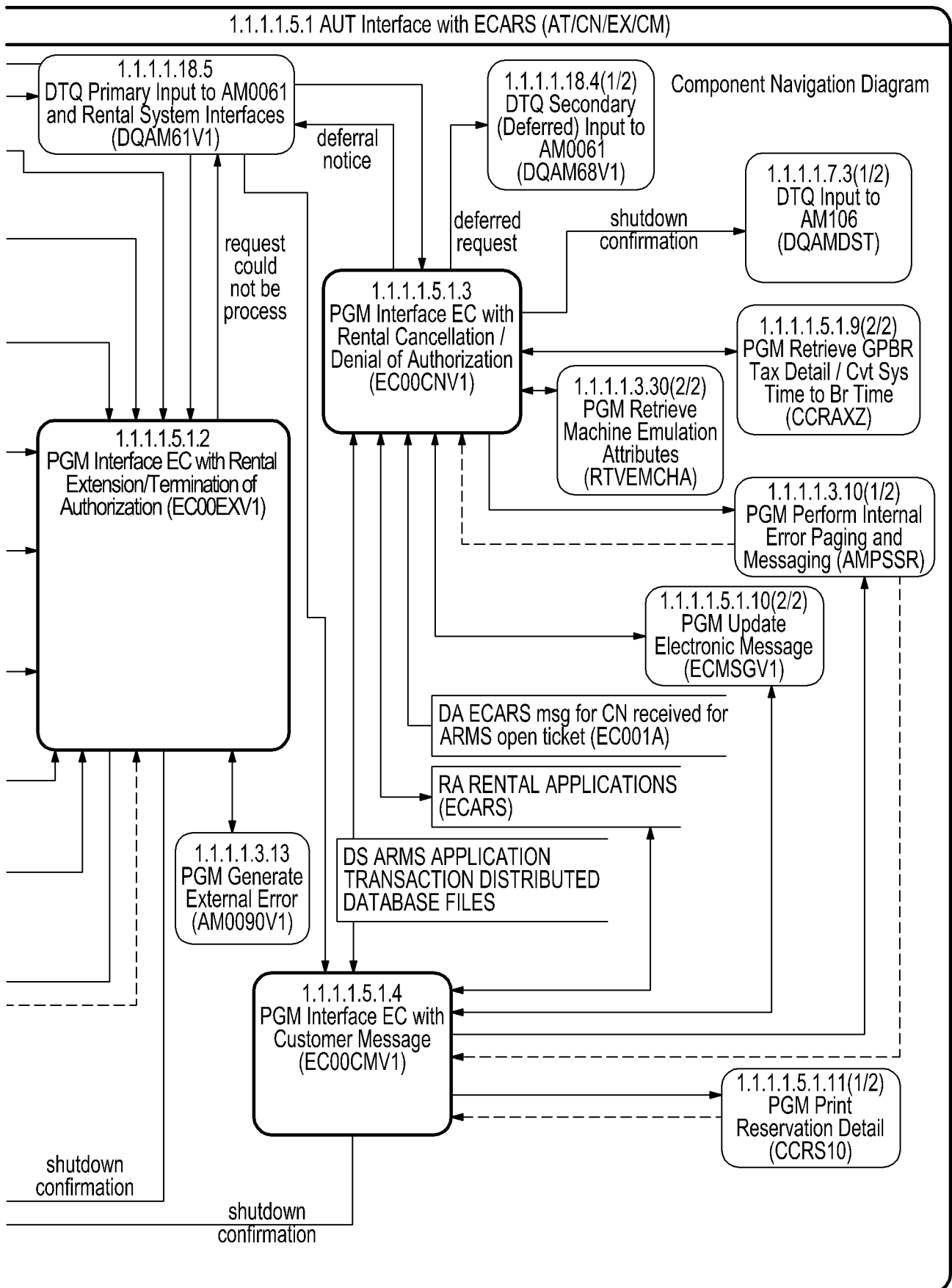


FIG. 14(b)

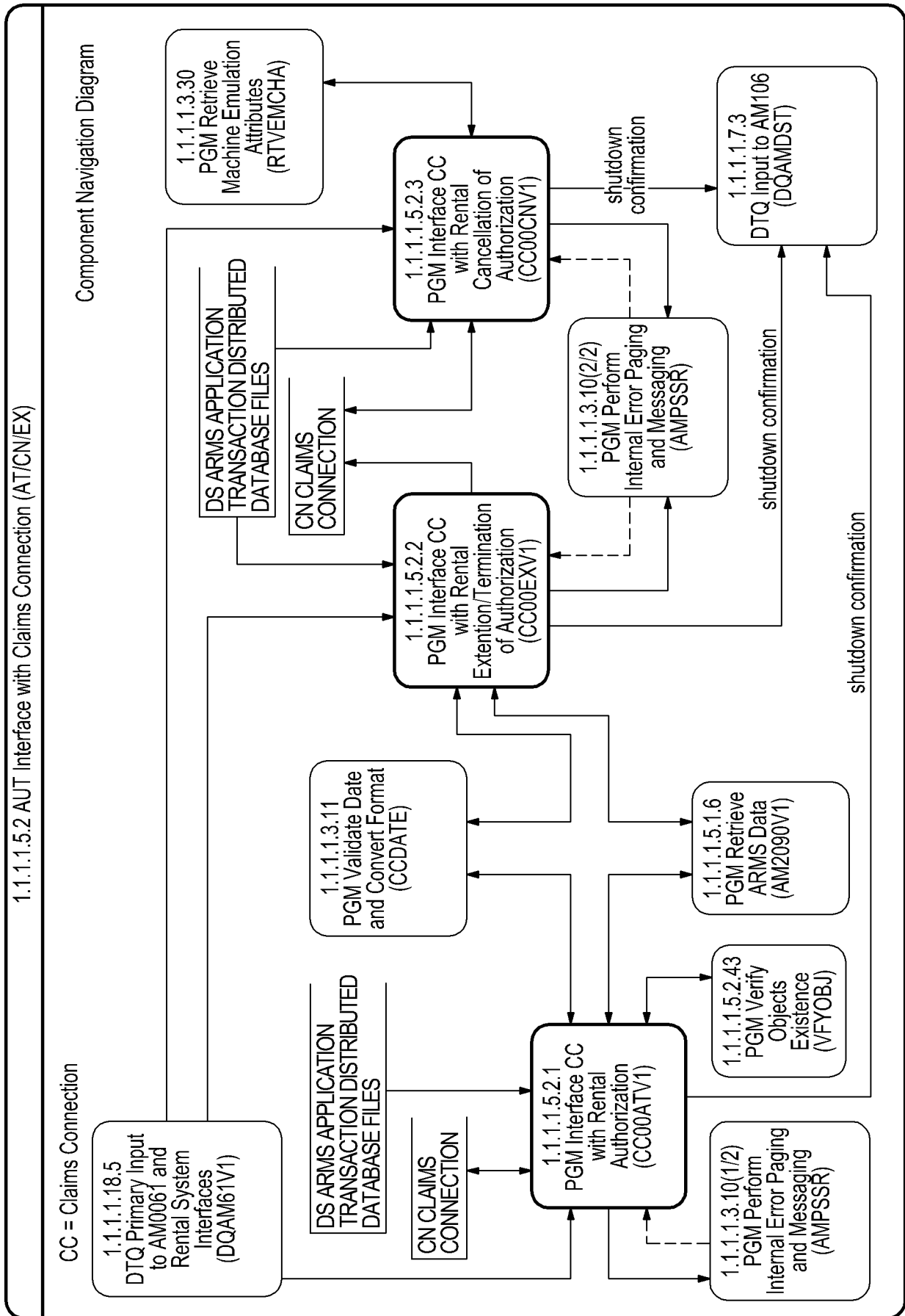


FIG. 15

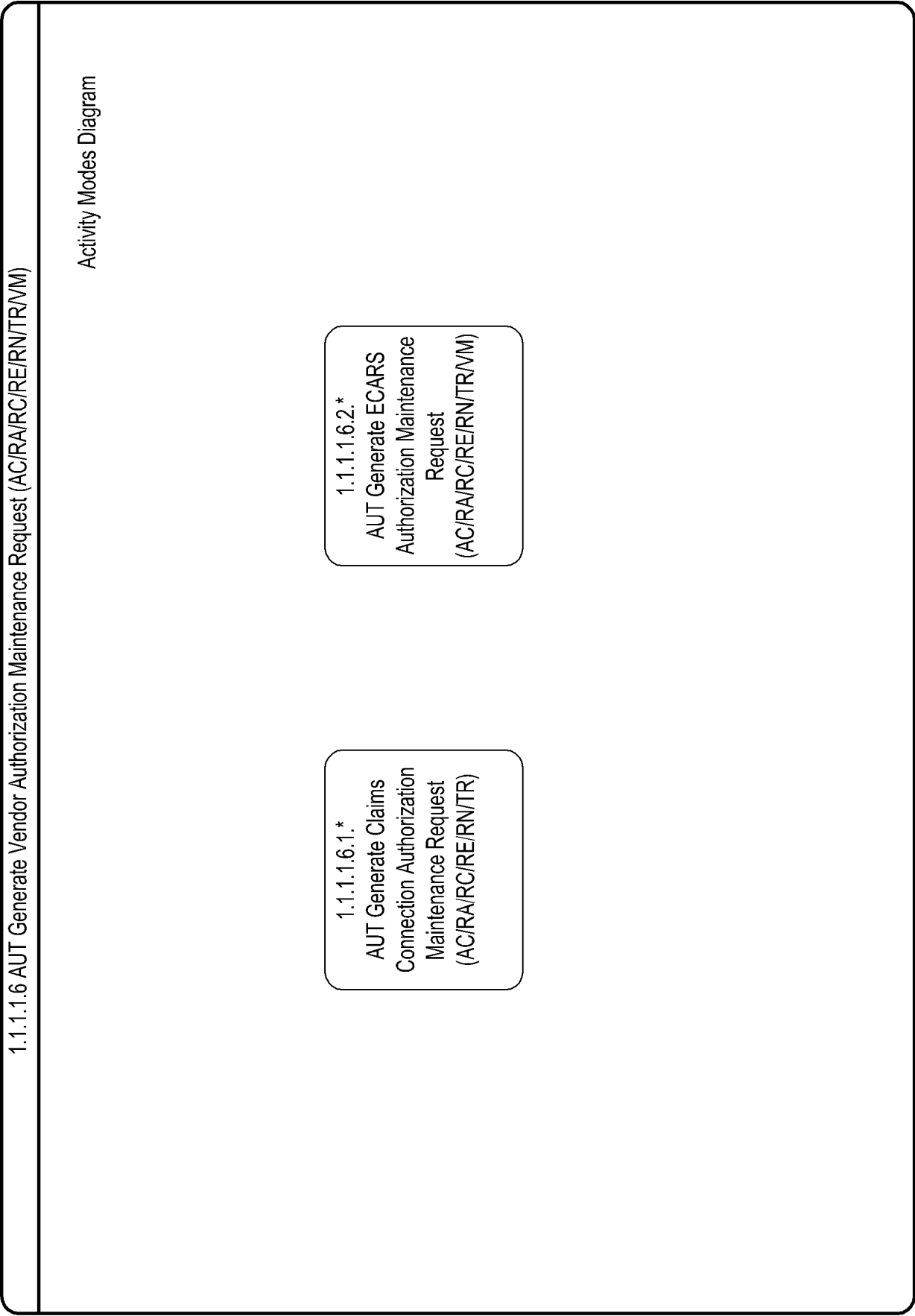


FIG. 16

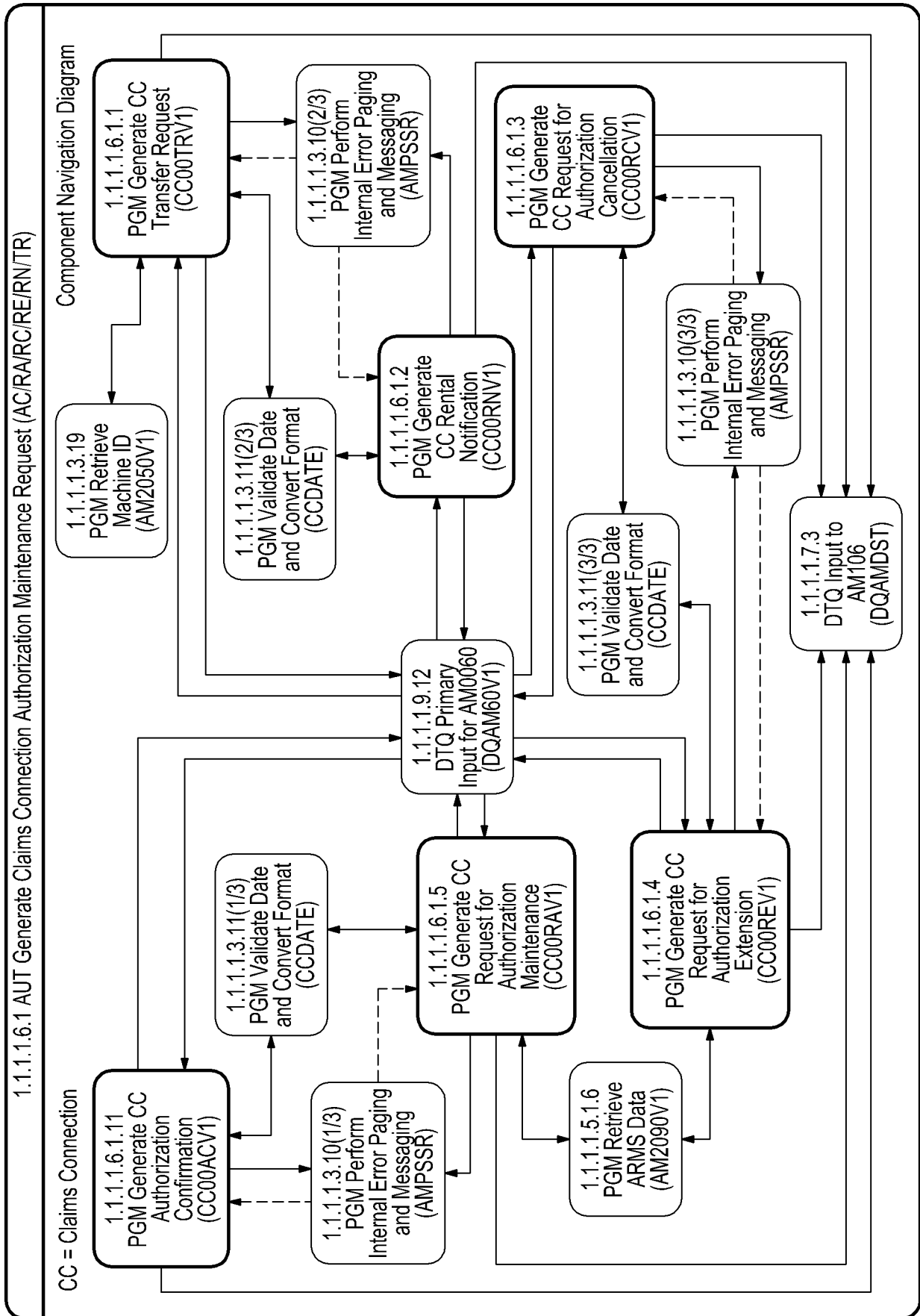


FIG. 17

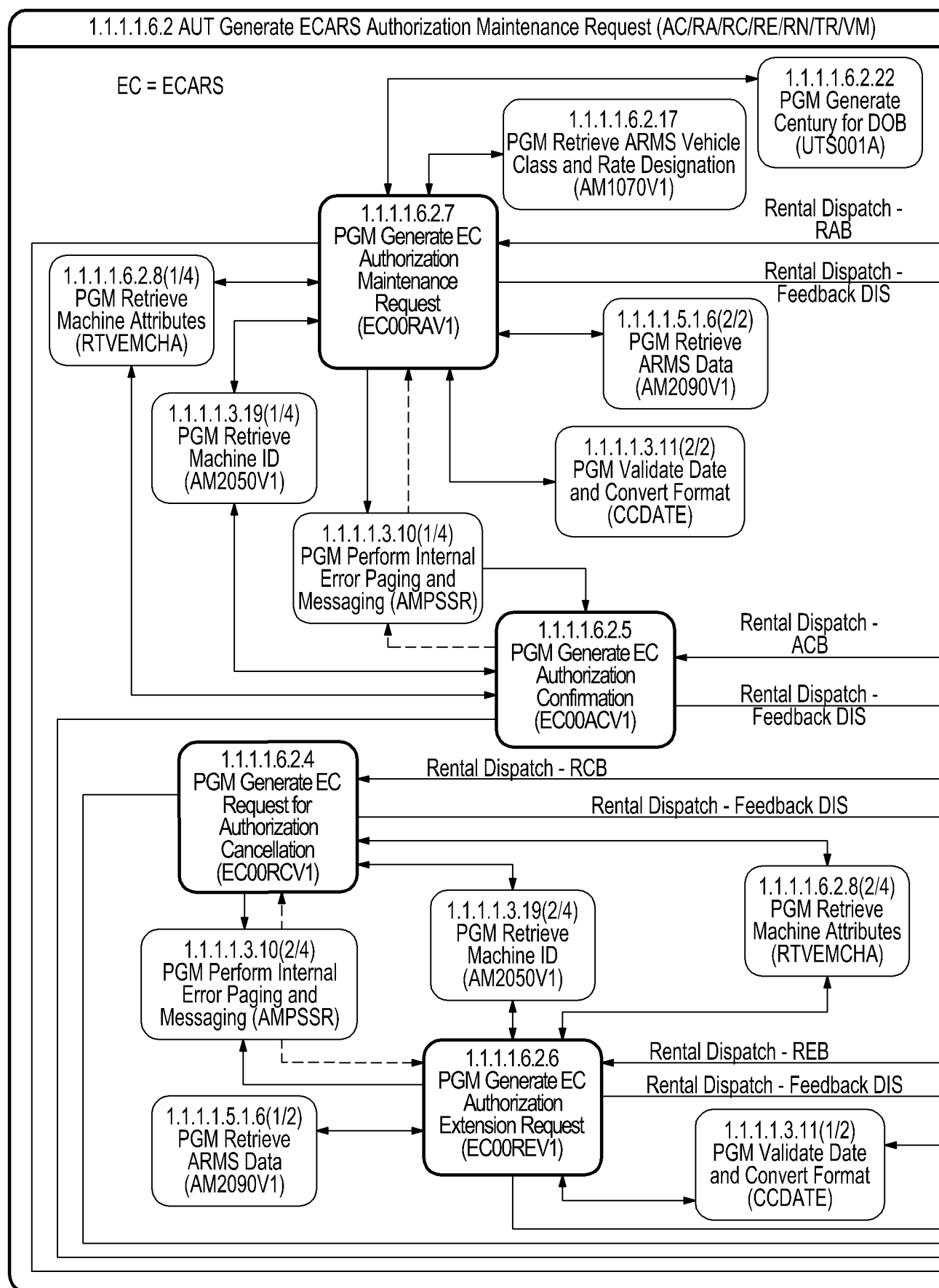


FIG. 18(a)

FIG. 18(b)

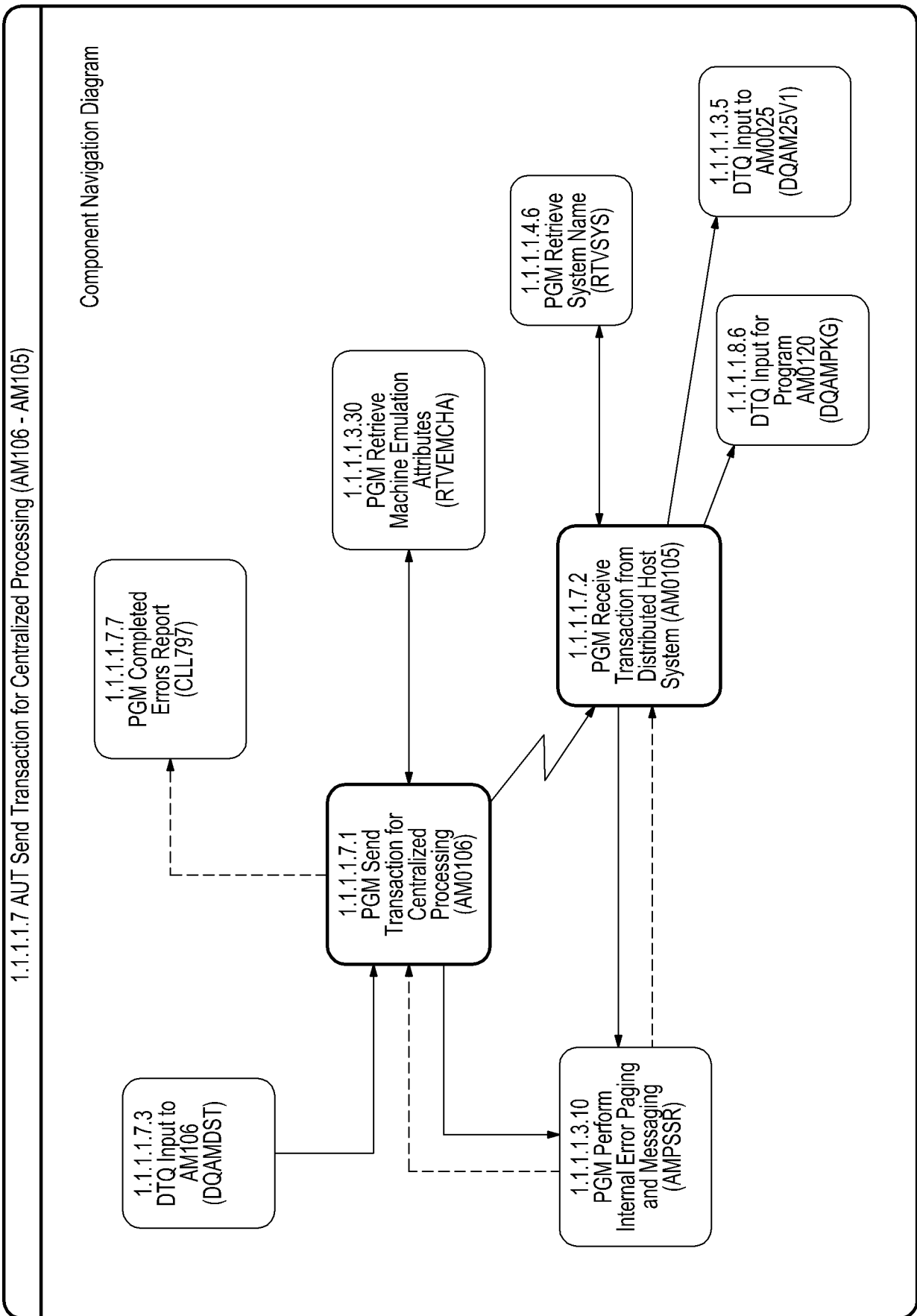


FIG. 19

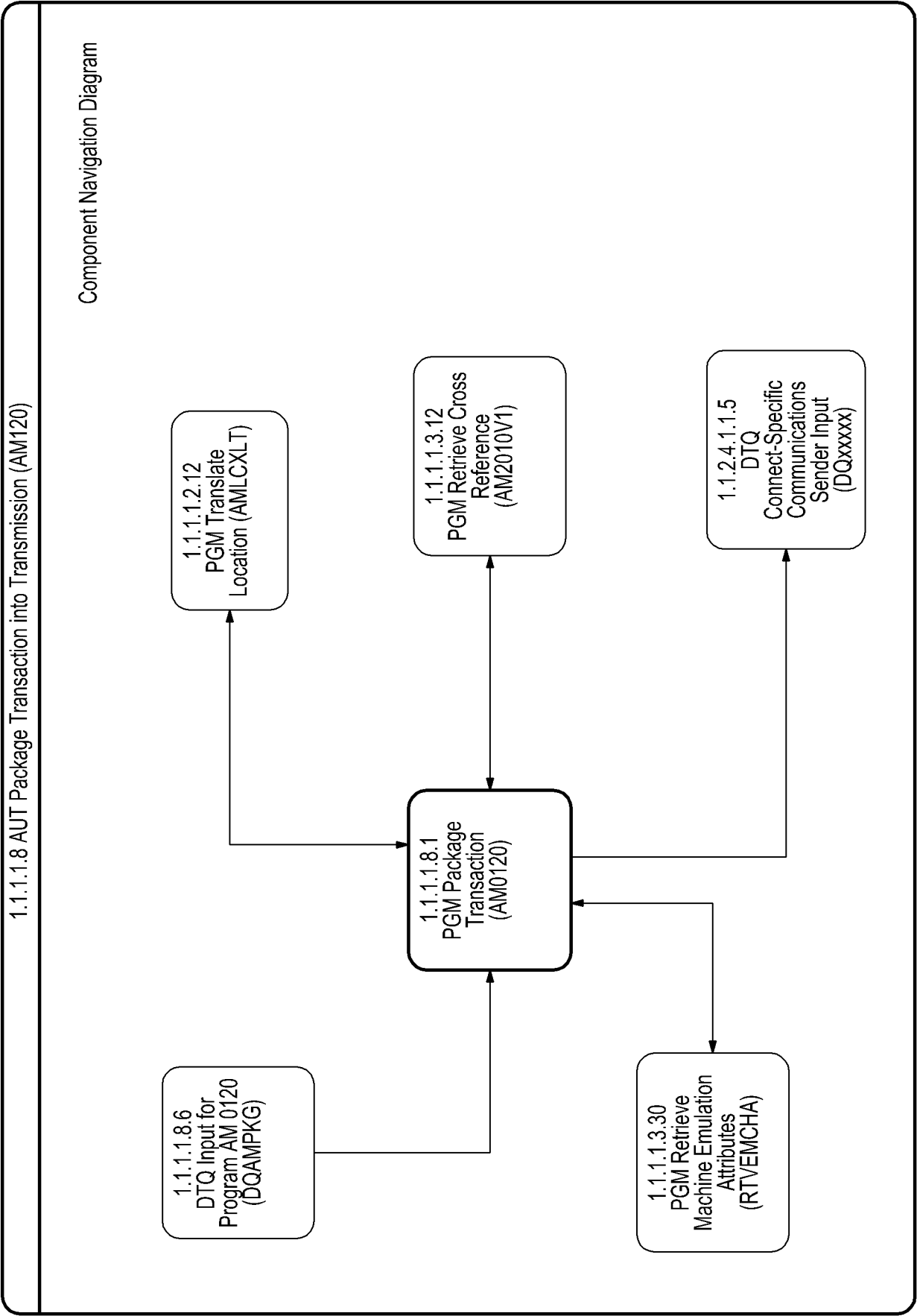


FIG. 20

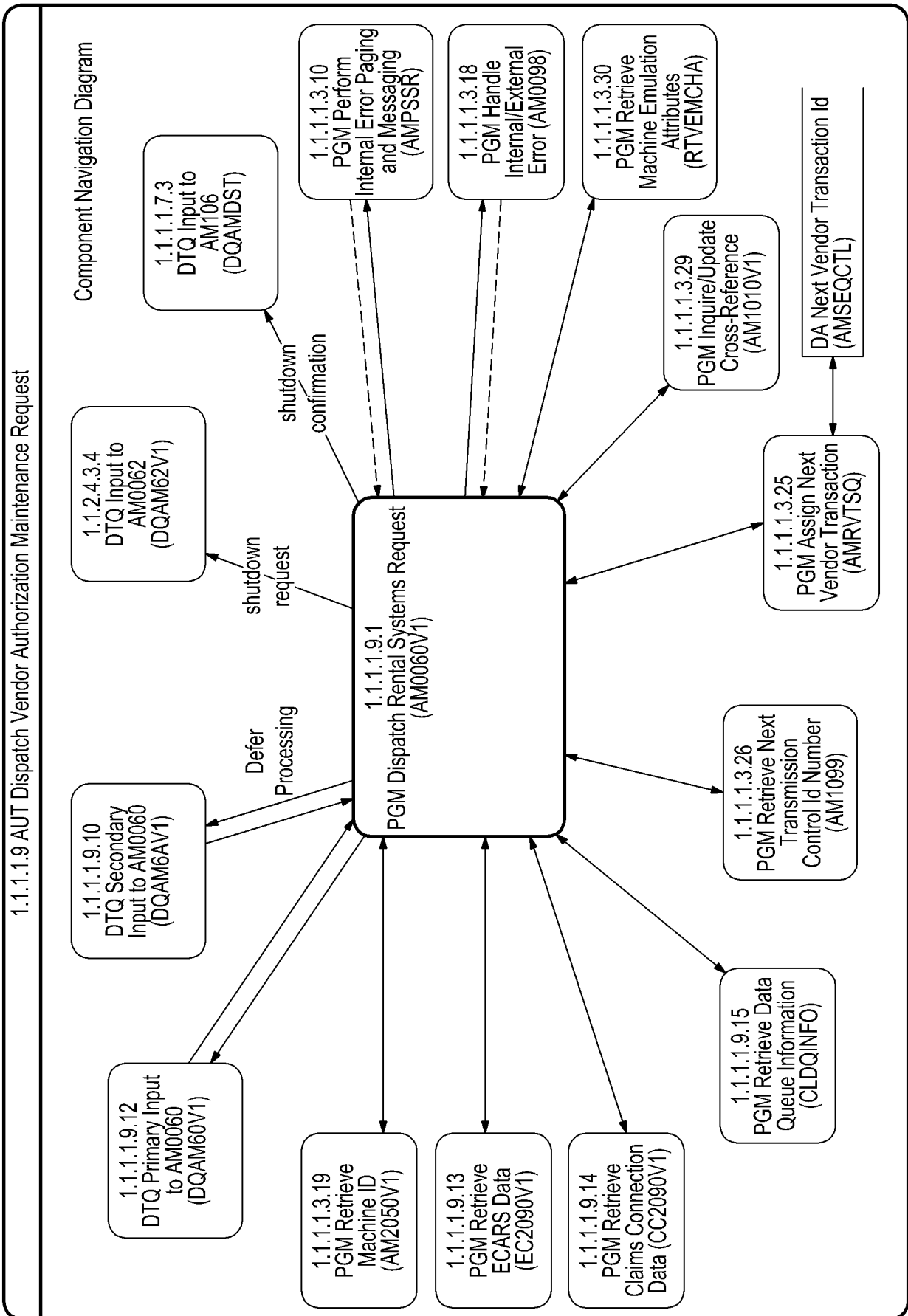


FIG. 21

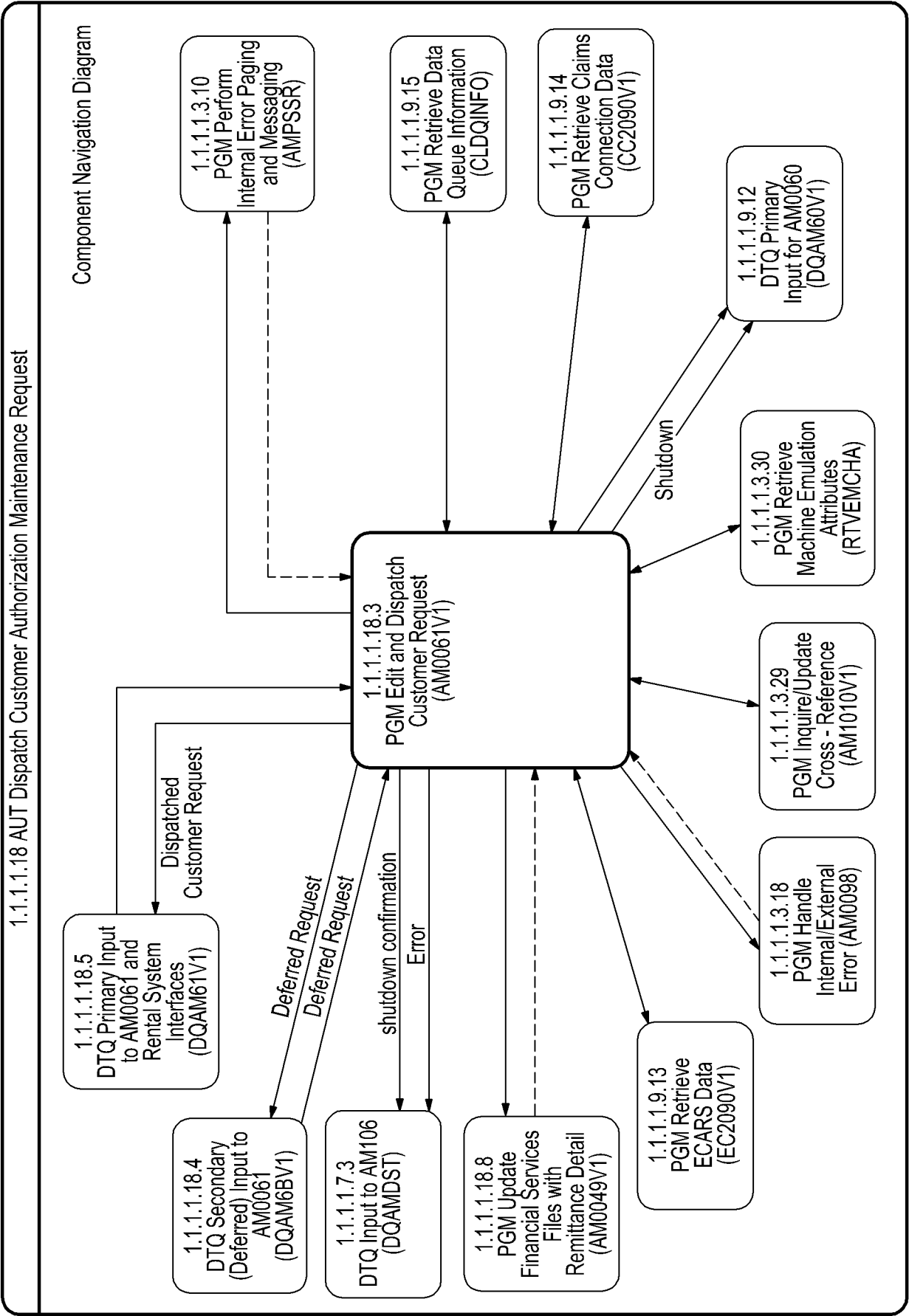


FIG. 22

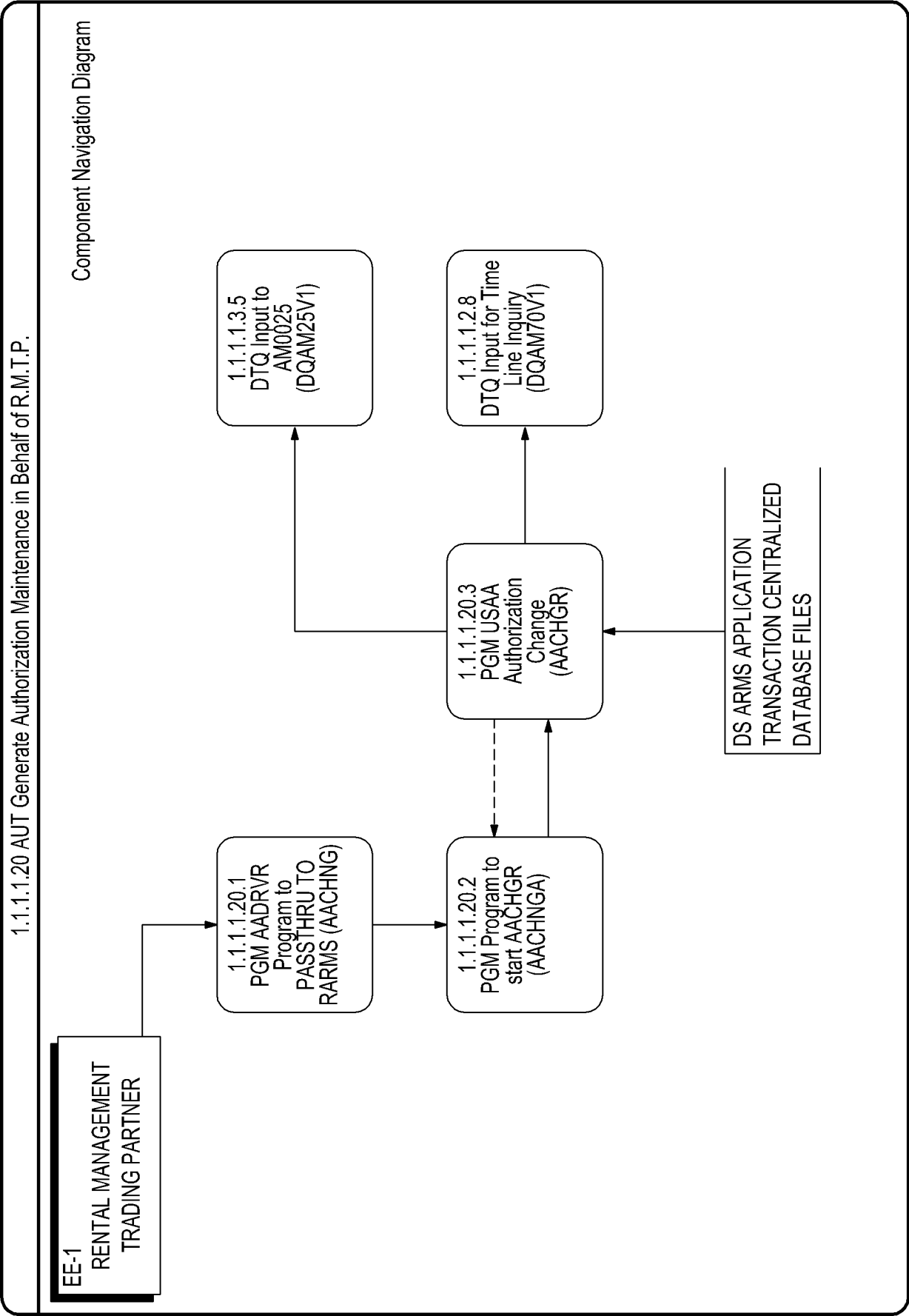


FIG. 23

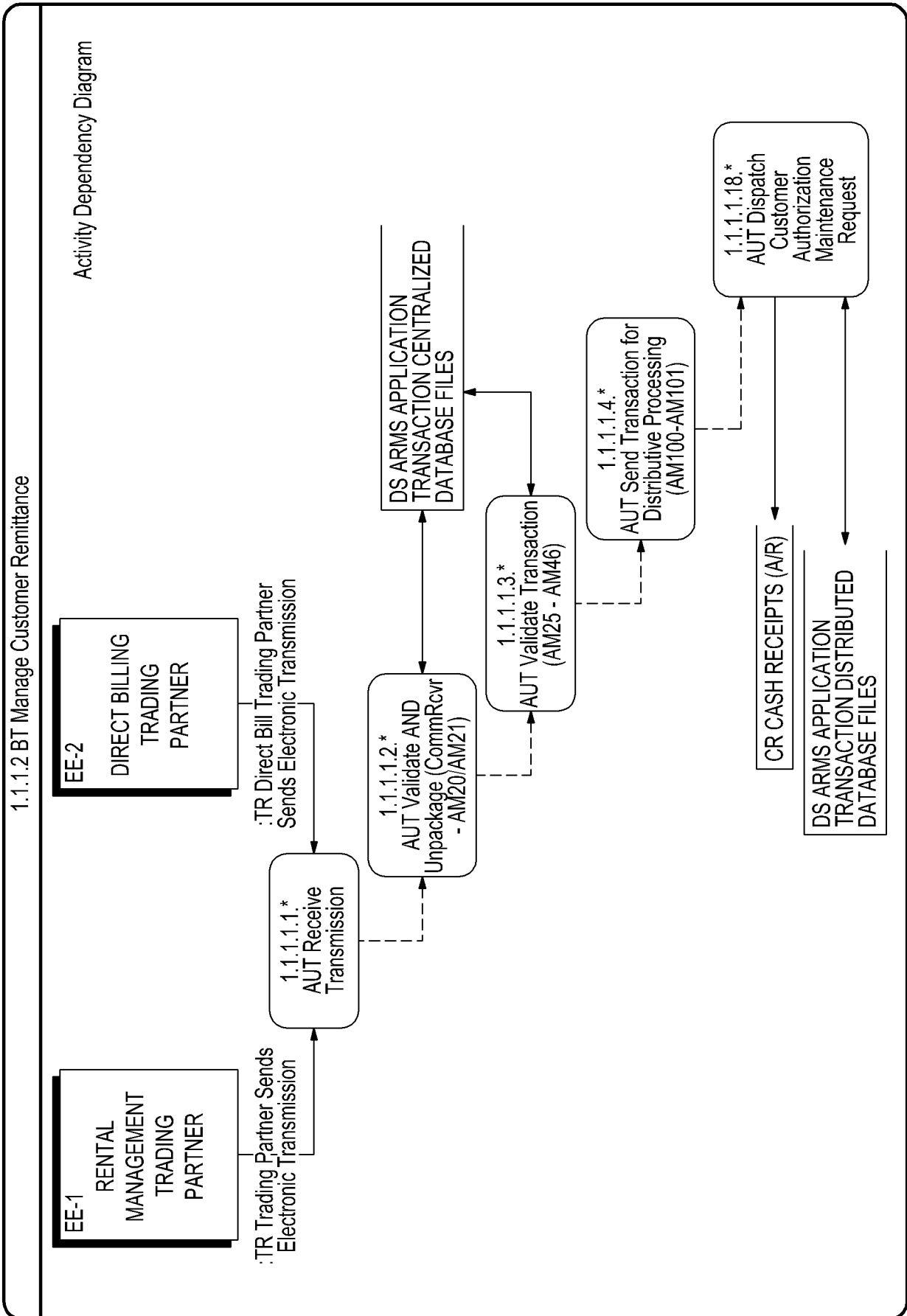


FIG. 24

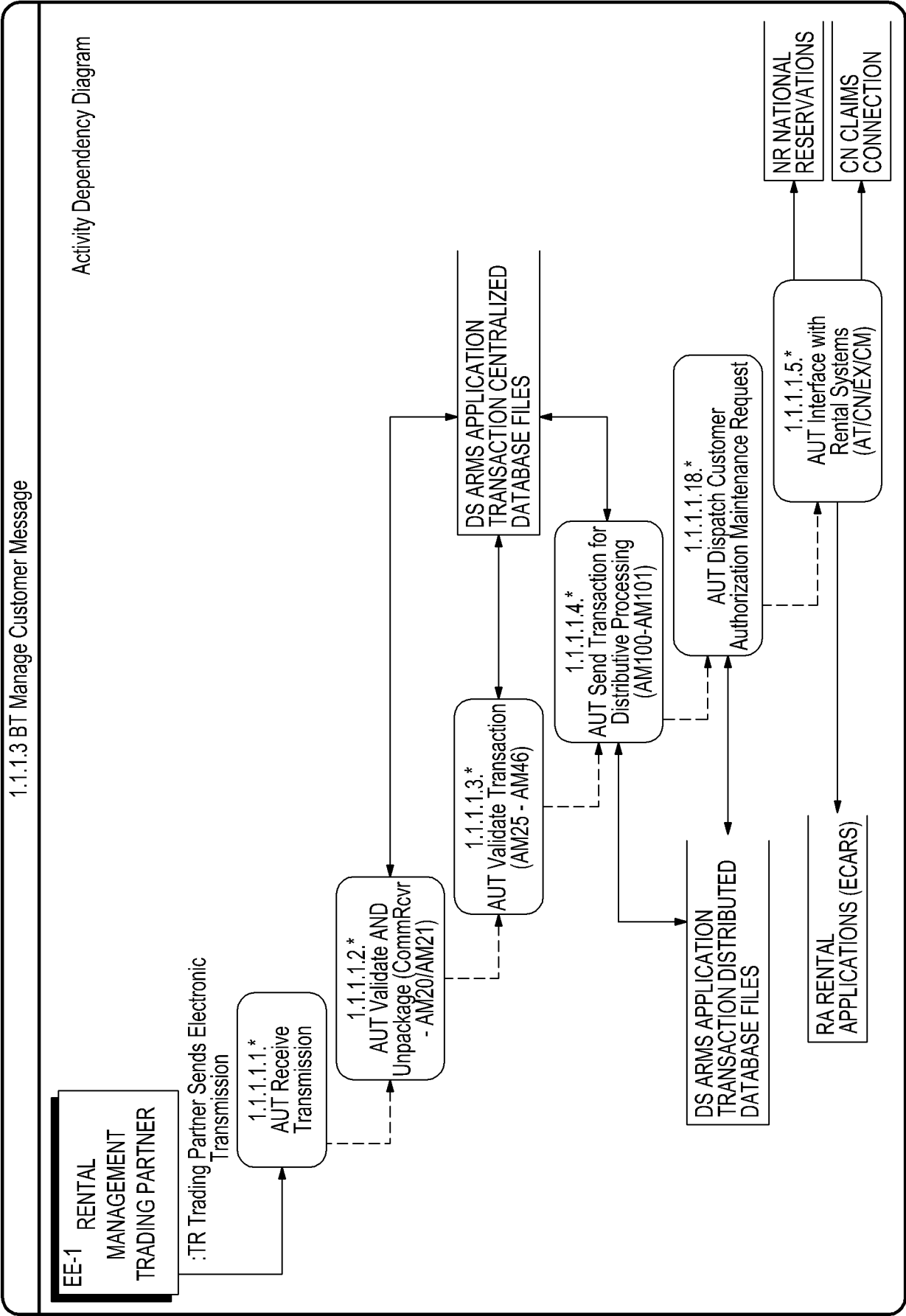


FIG. 25

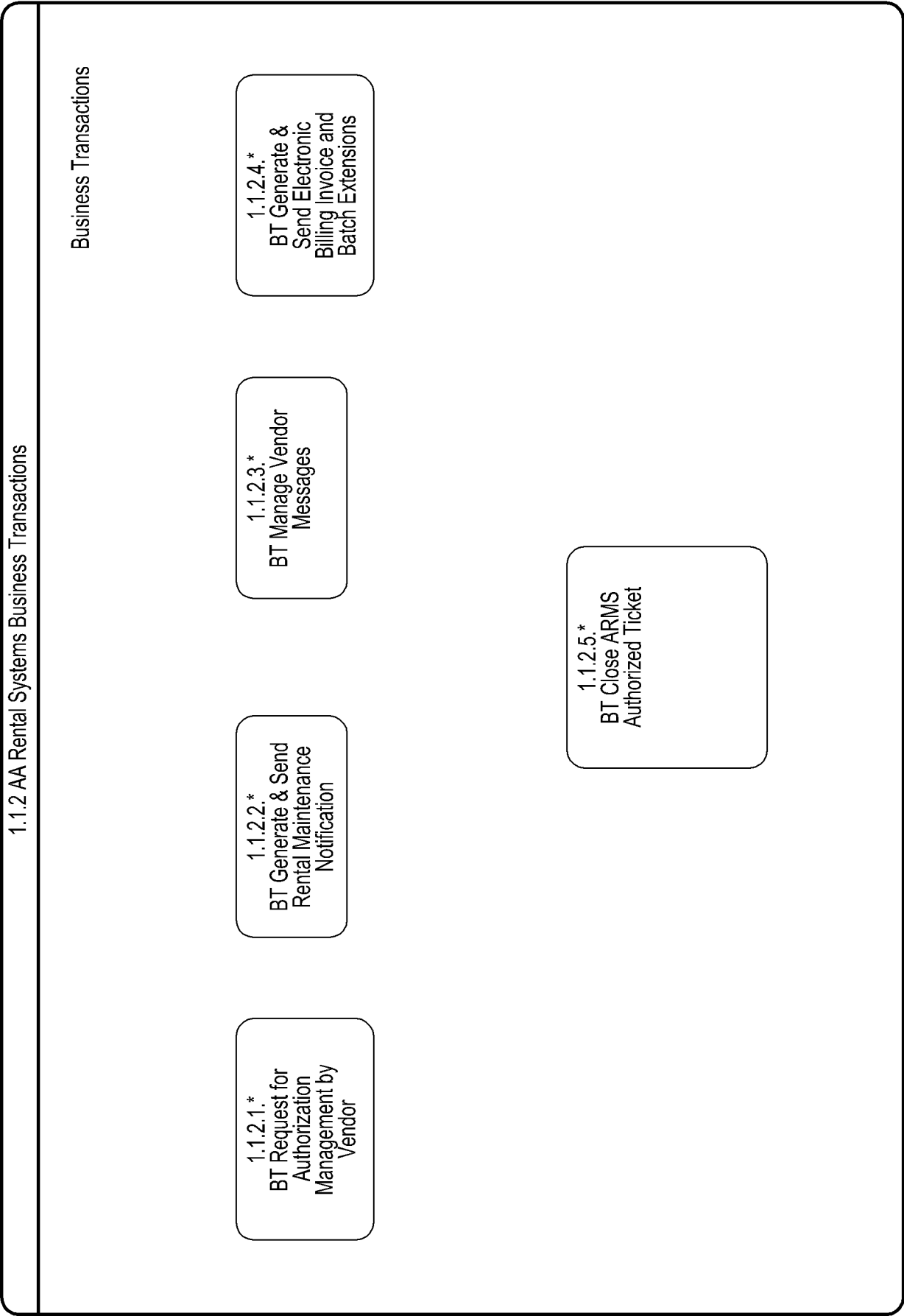
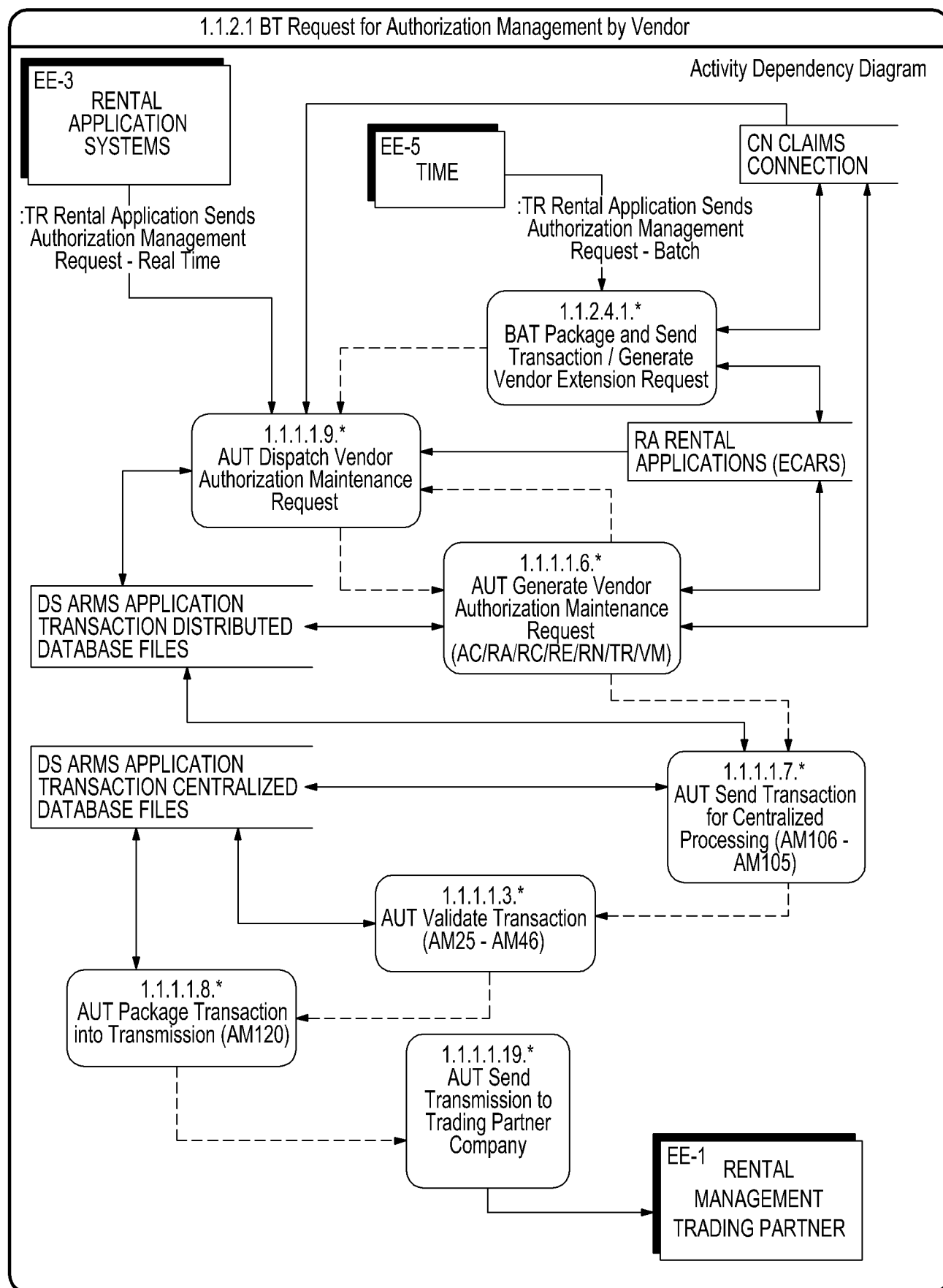


FIG. 26



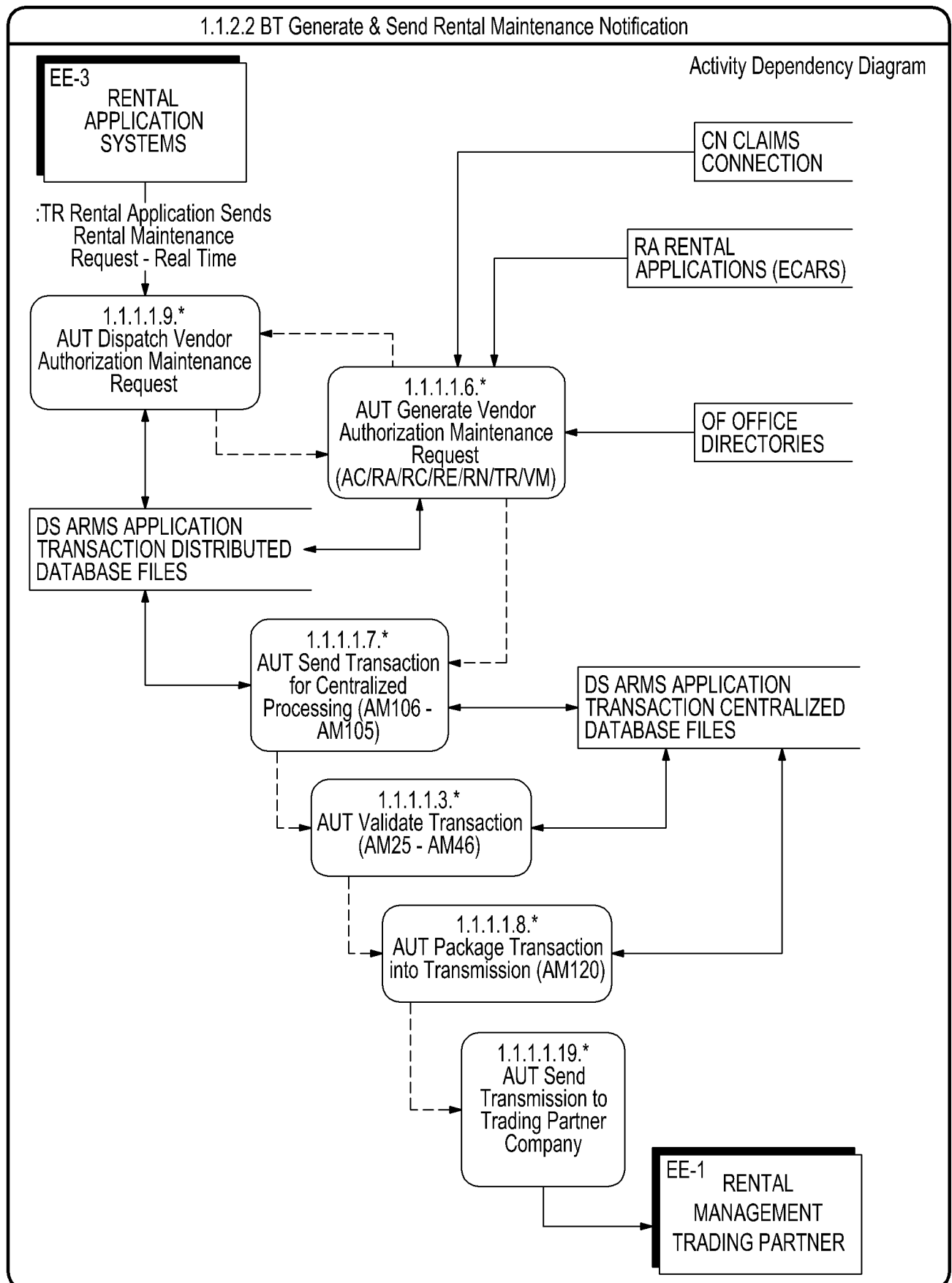


FIG. 28

1.1.2.3 BT Manage Vendor Messages

Activity Dependency Diagram

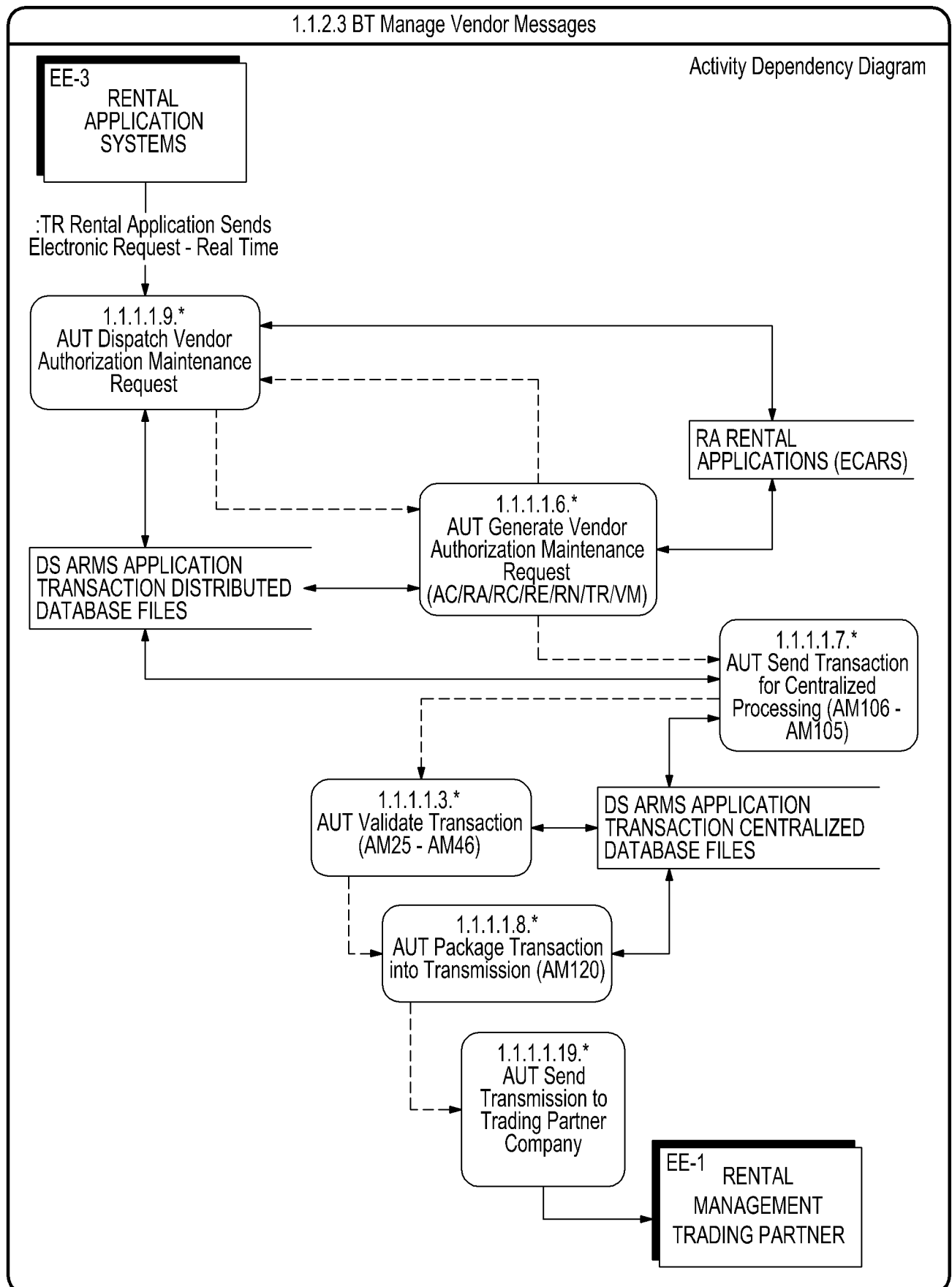


FIG. 29

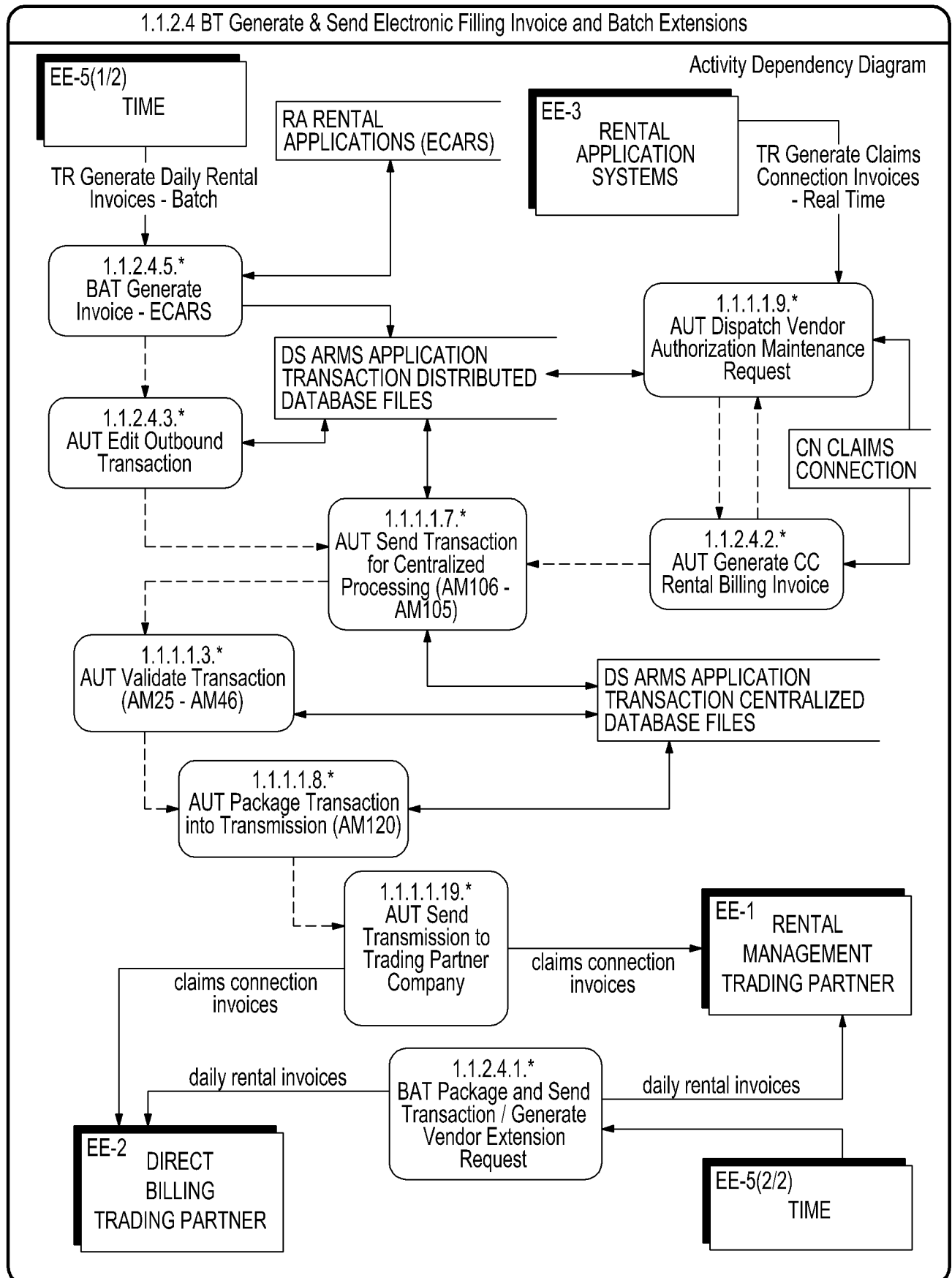


FIG. 30

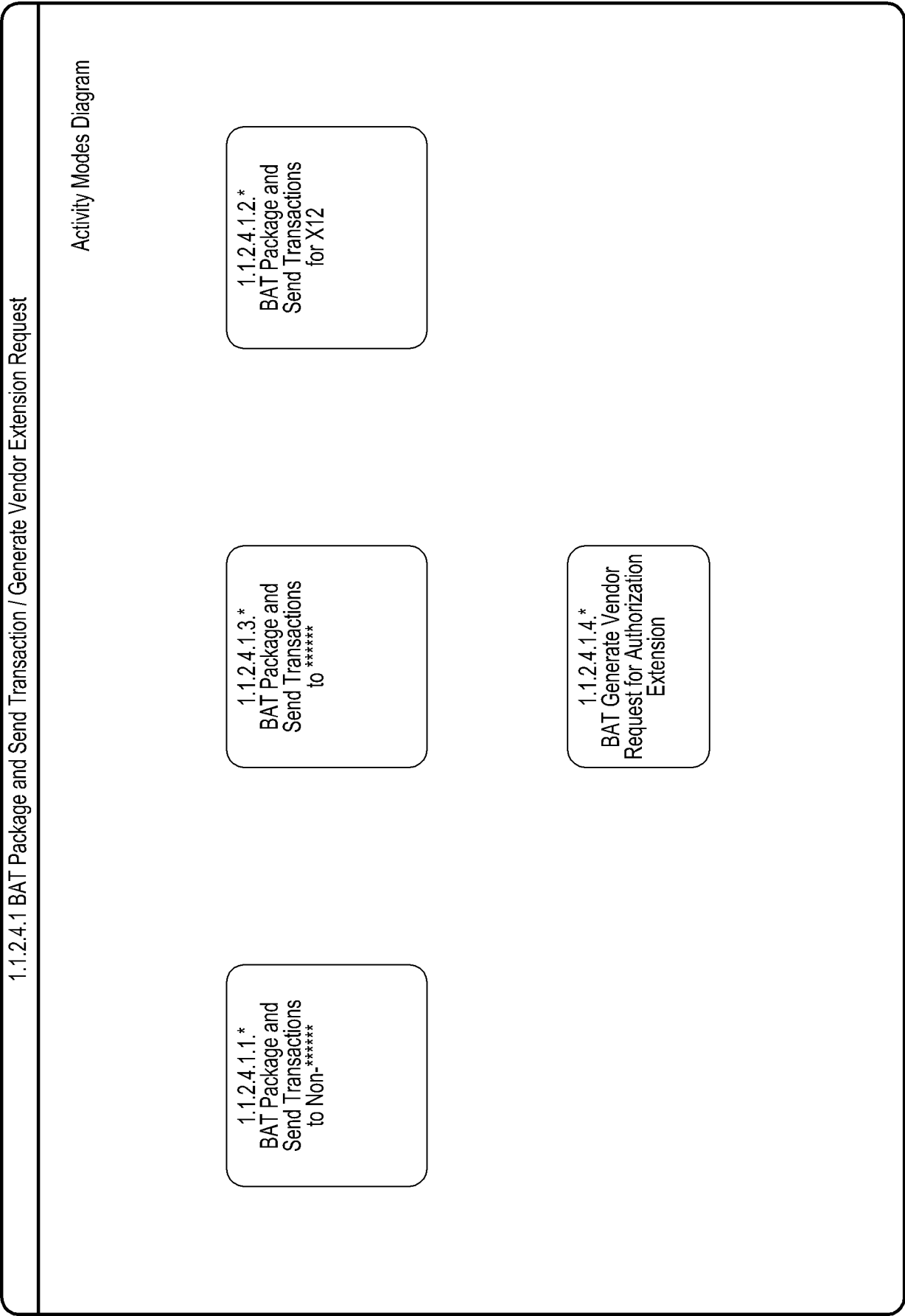


FIG. 31

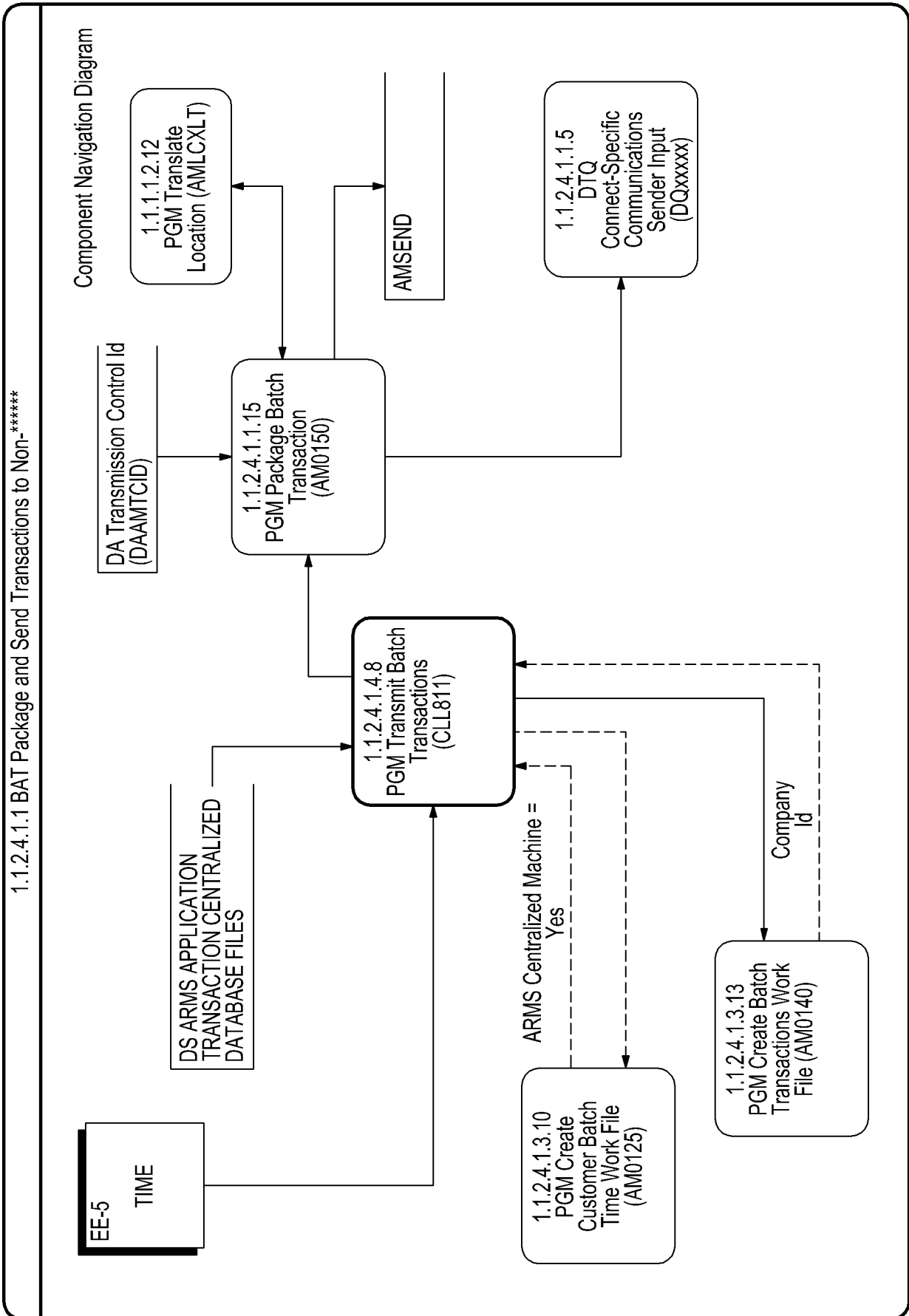


FIG. 32

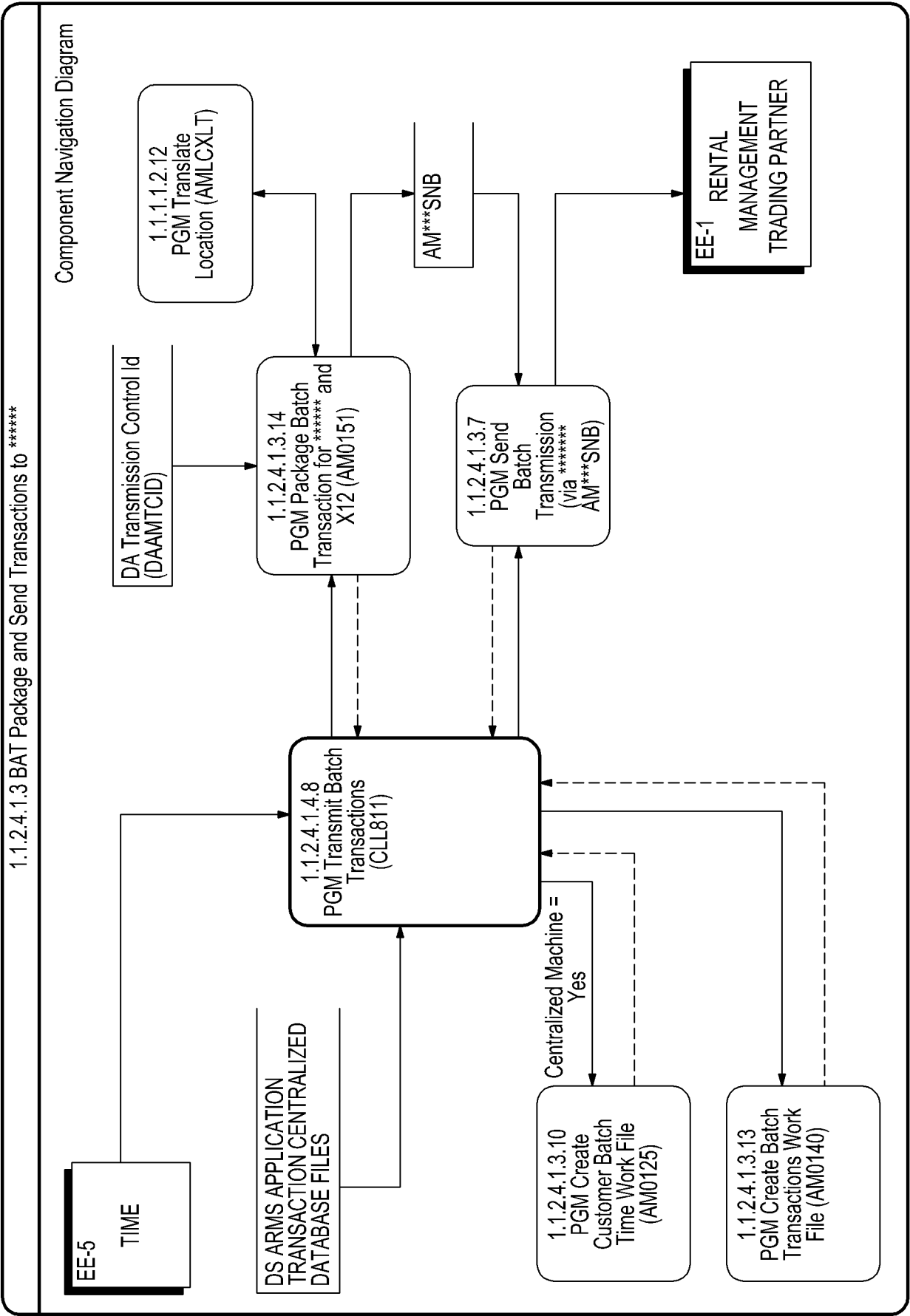


FIG. 34

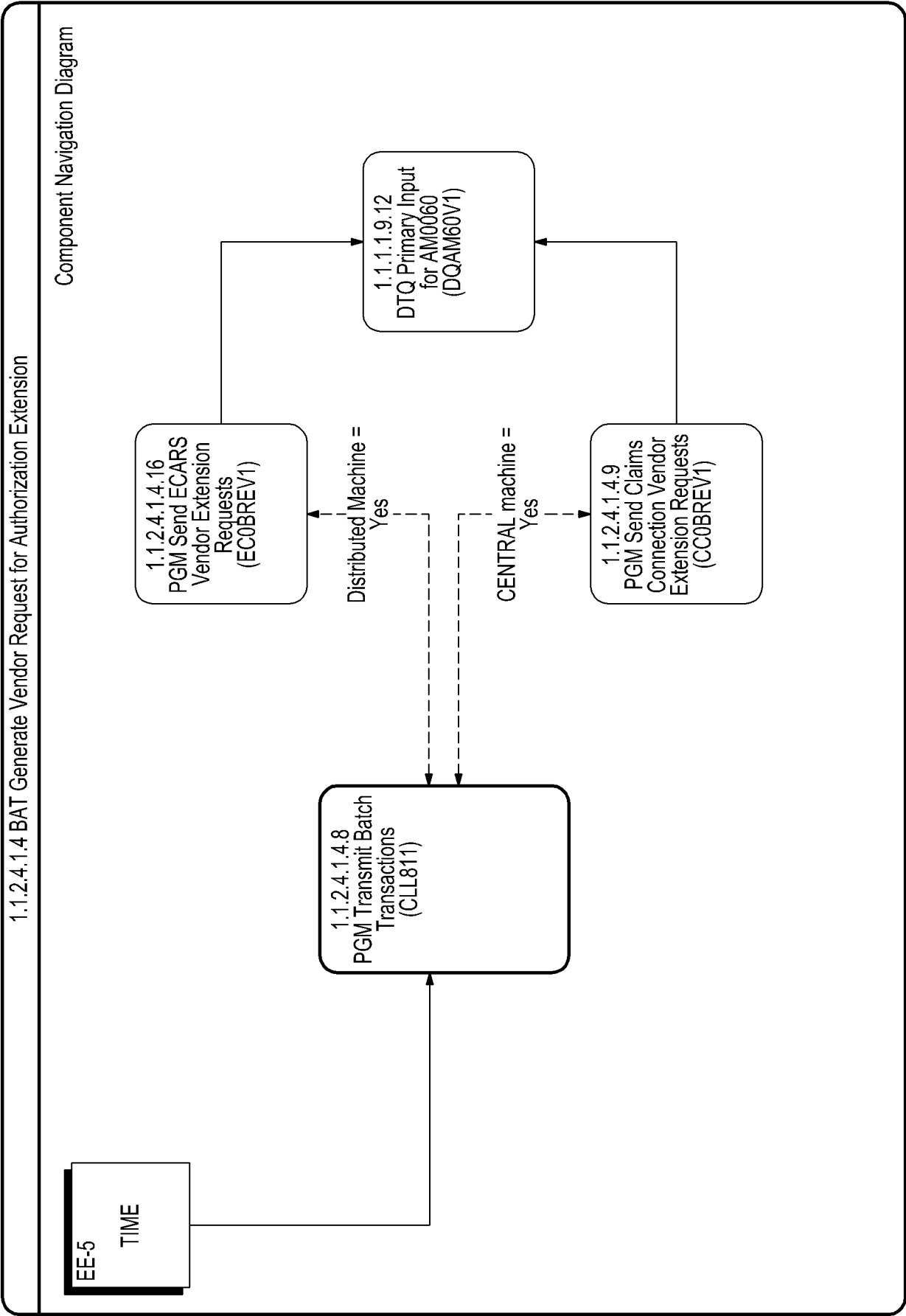


FIG. 35

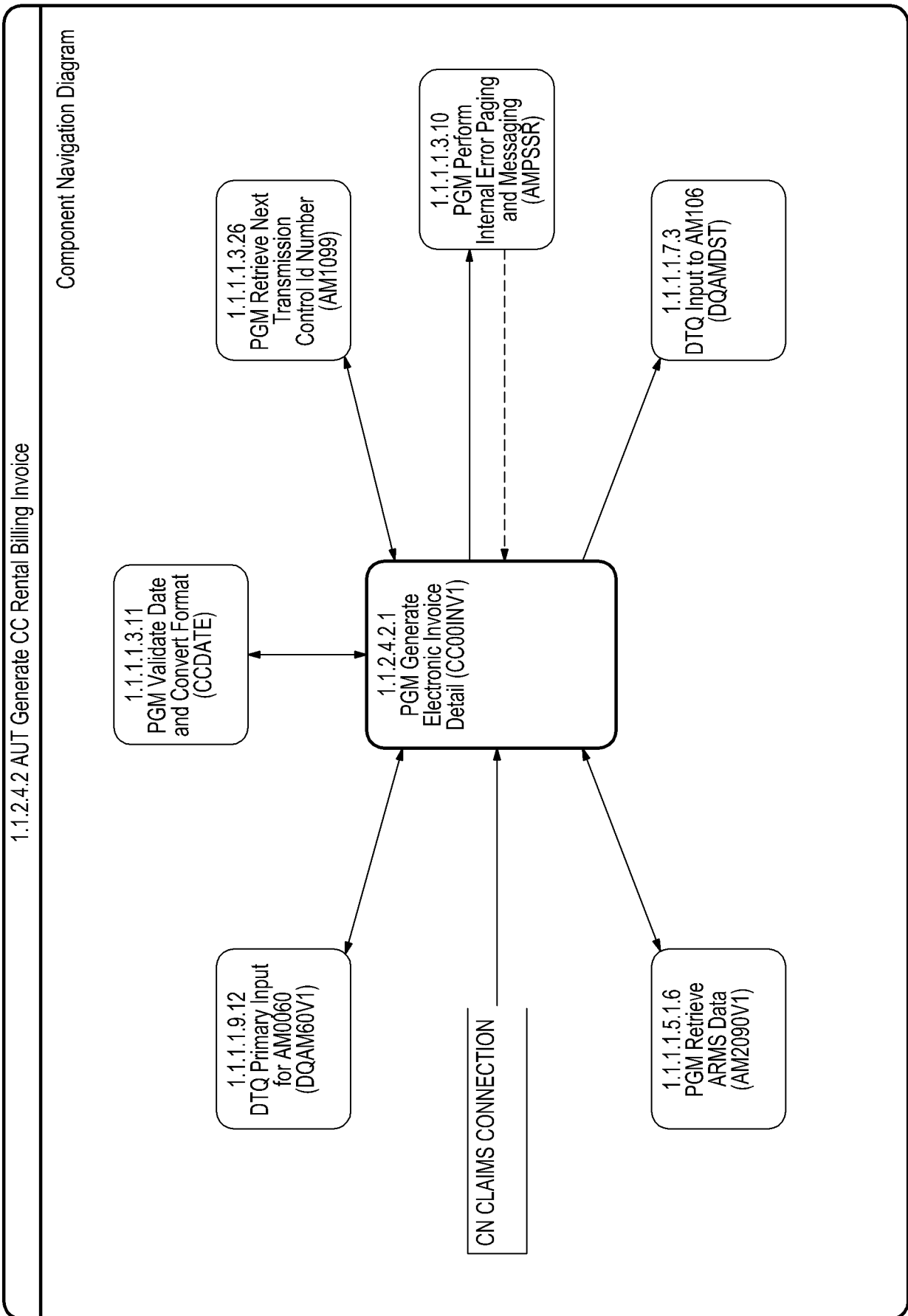


FIG. 36

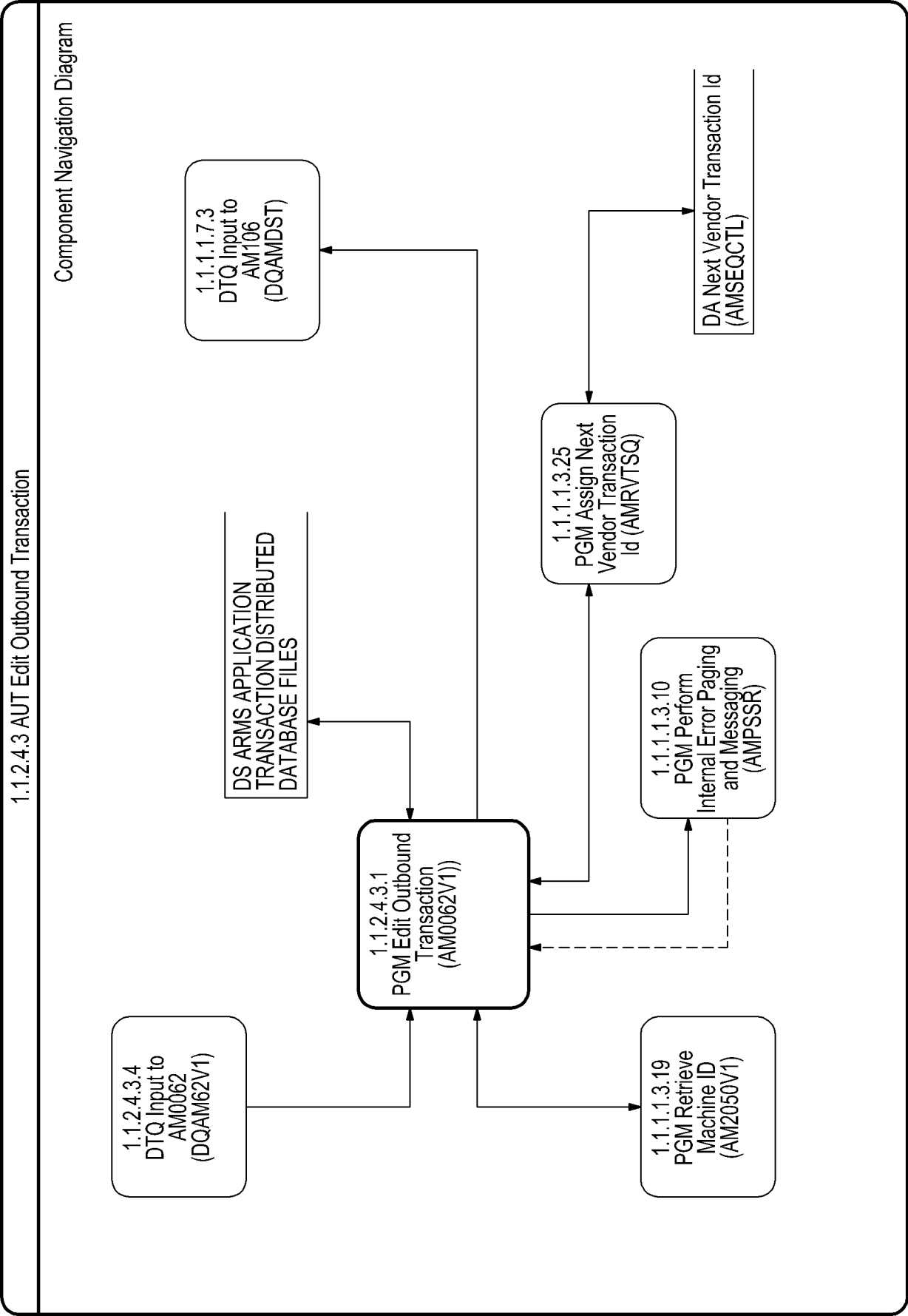


FIG. 37

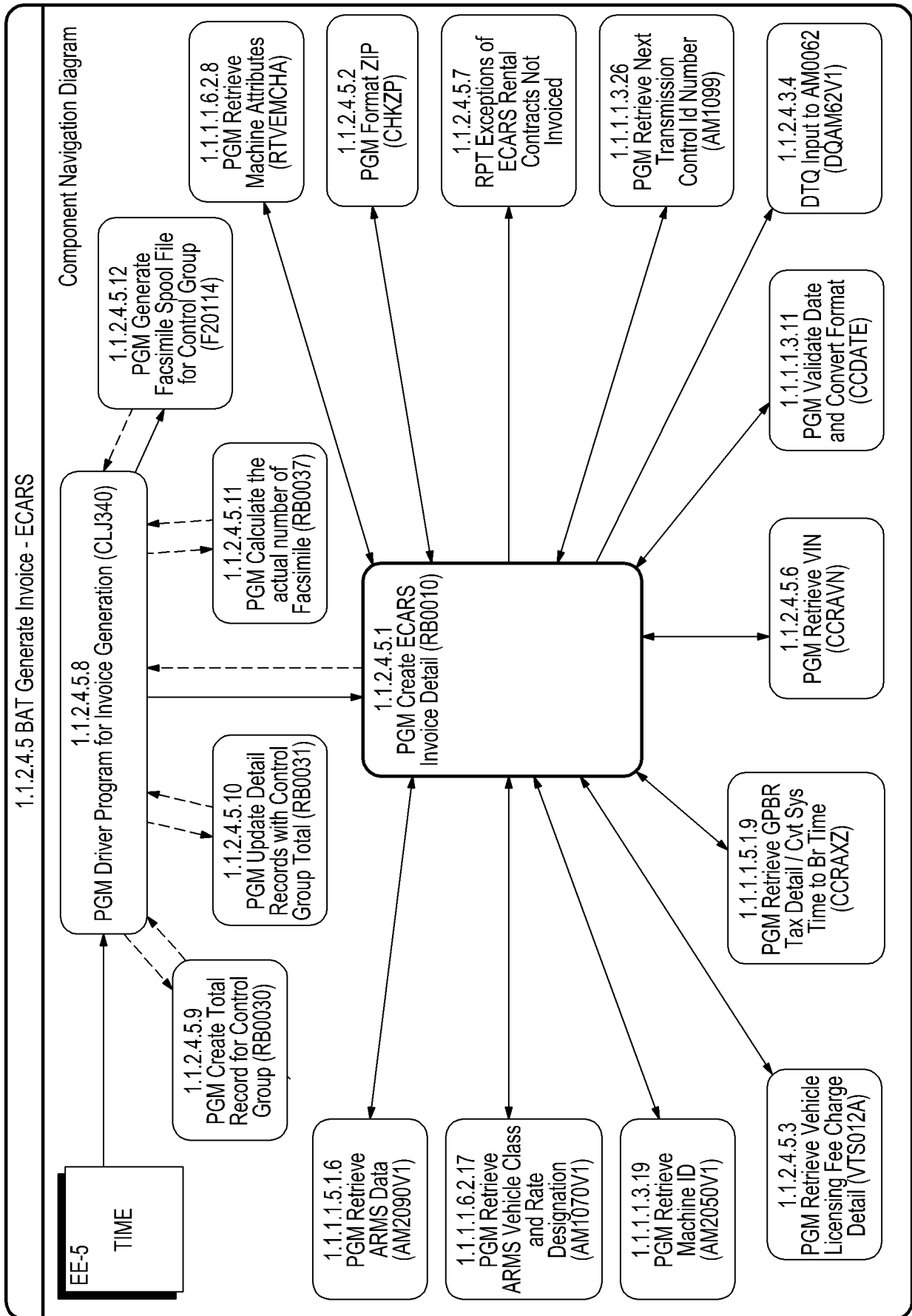


FIG. 38

1.1.2.5 BT Close ARMS Authorized Ticket

Activity Modes Diagram

1.1.2.5.2.*
ONL Close ARMS
Authorized ECARS
Ticket

1.1.2.5.3.*
ONL Close Claims
Connection Ticket

FIG. 39

1.1.2.5.2 ONL Close ARMS Authorized ECARS Ticket

Component Navigation Diagram

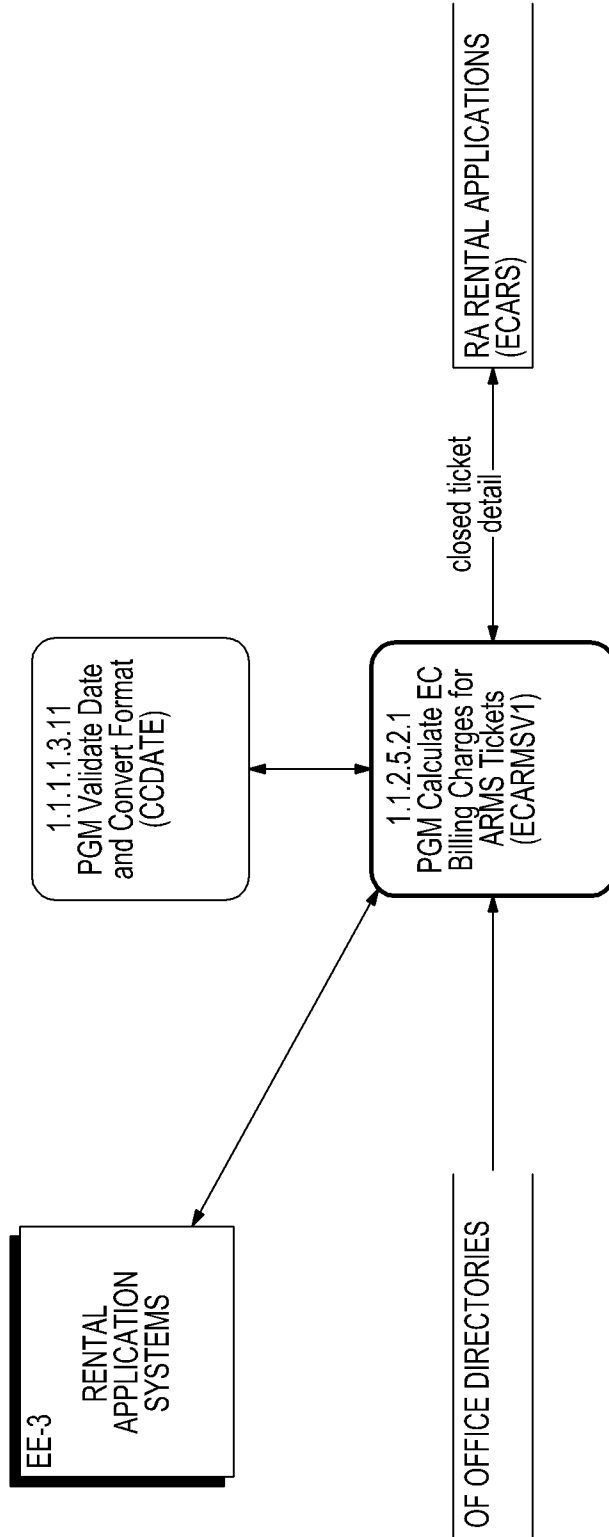


FIG. 40

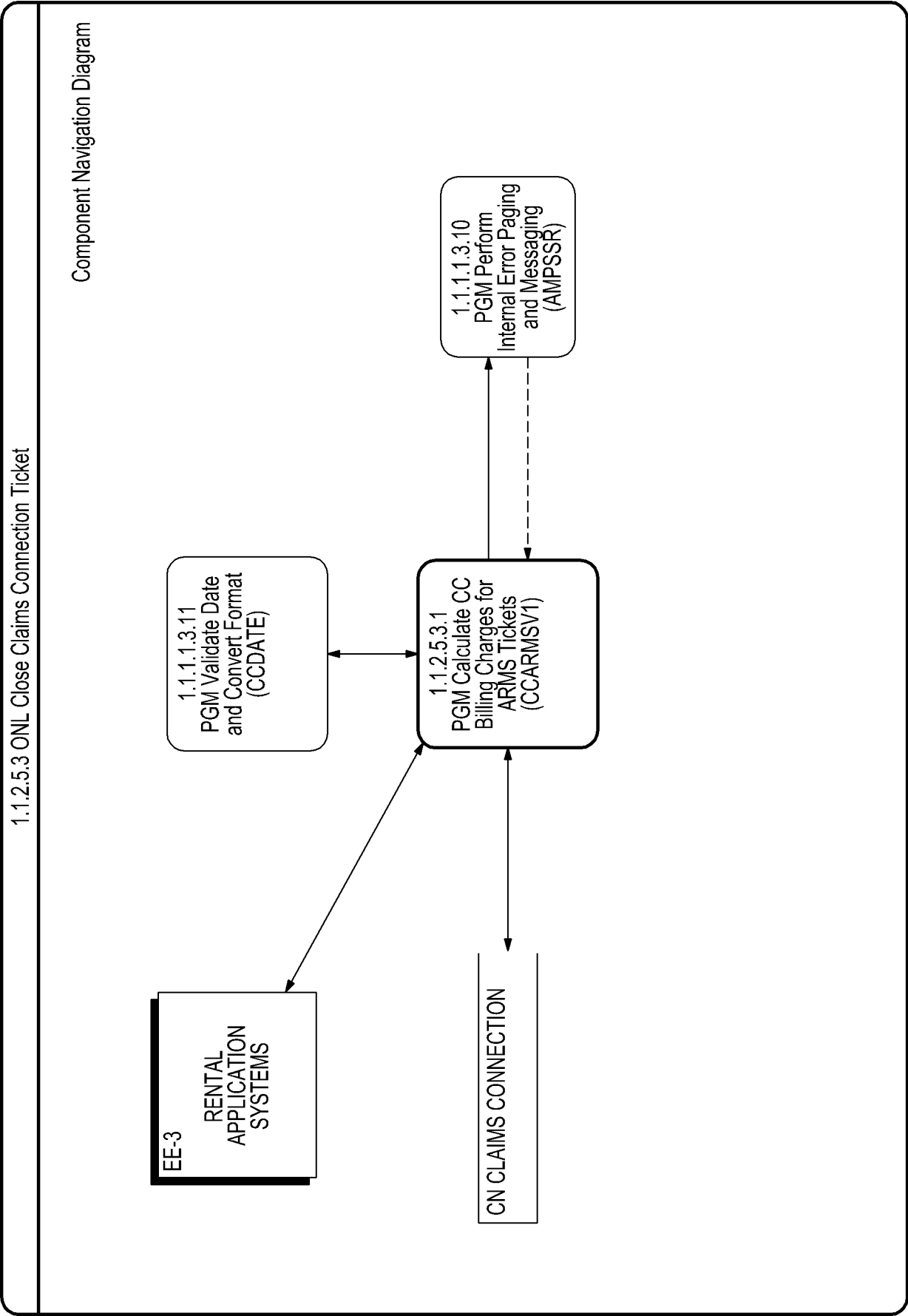


FIG. 41

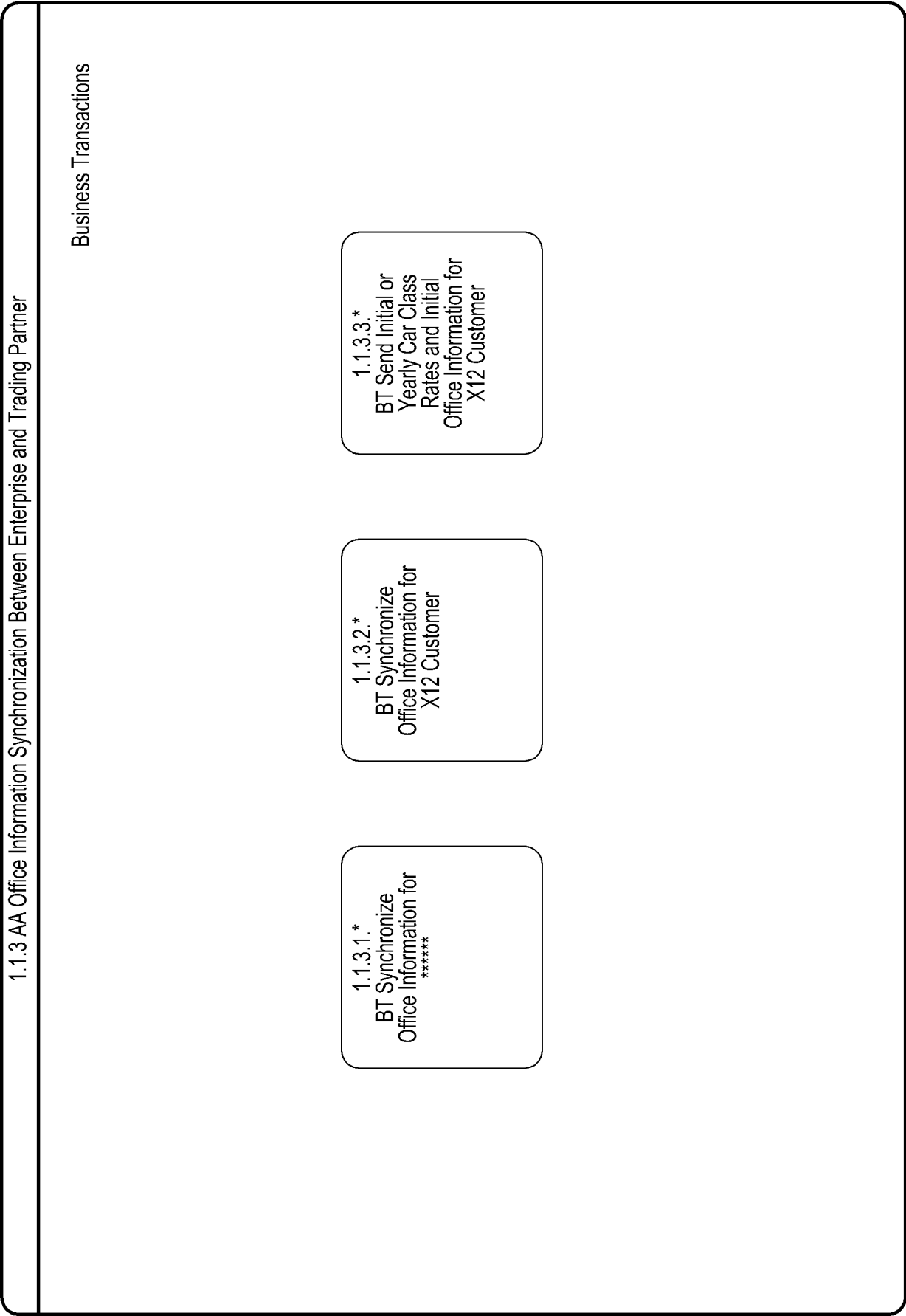


FIG. 42

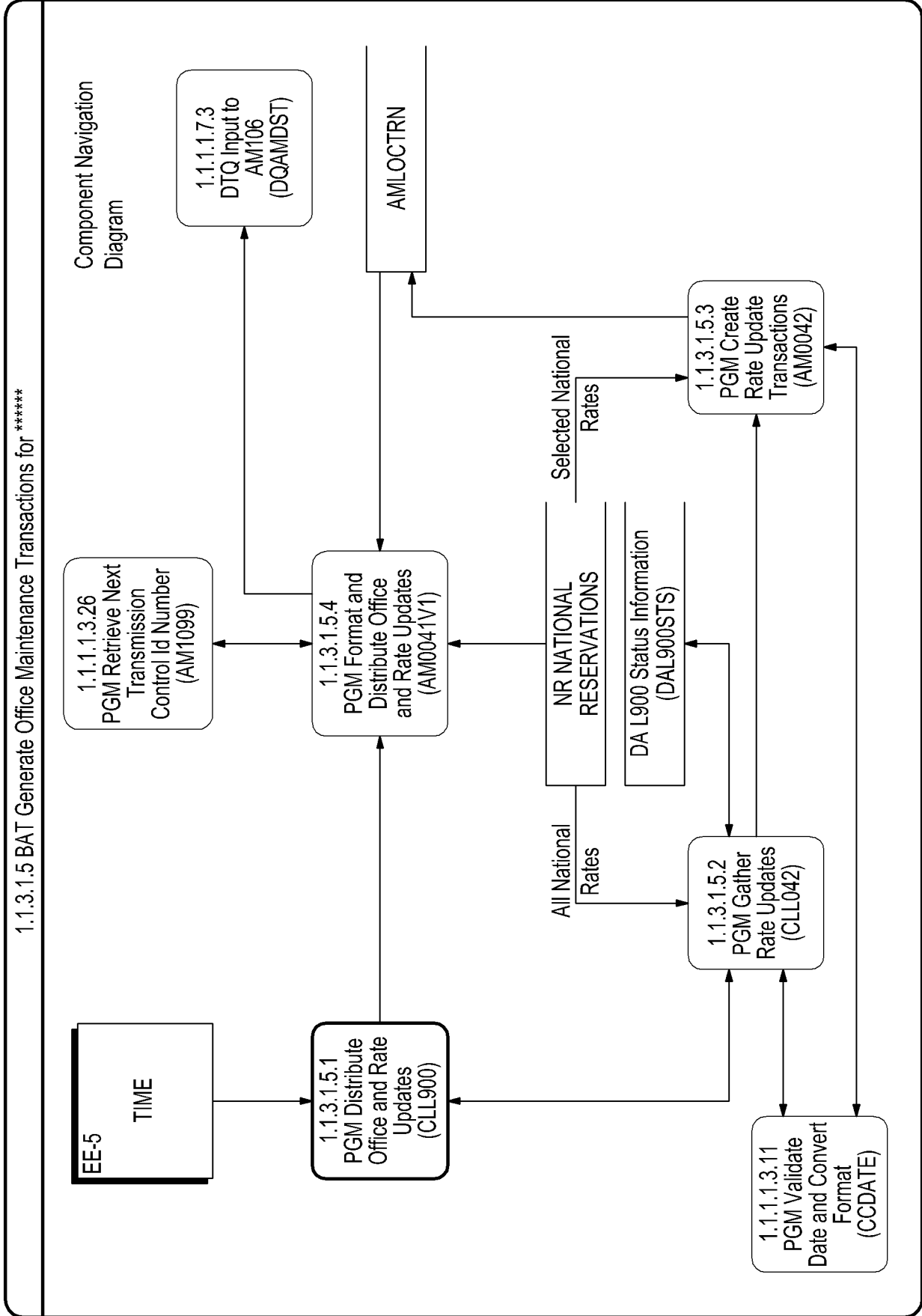


FIG. 43

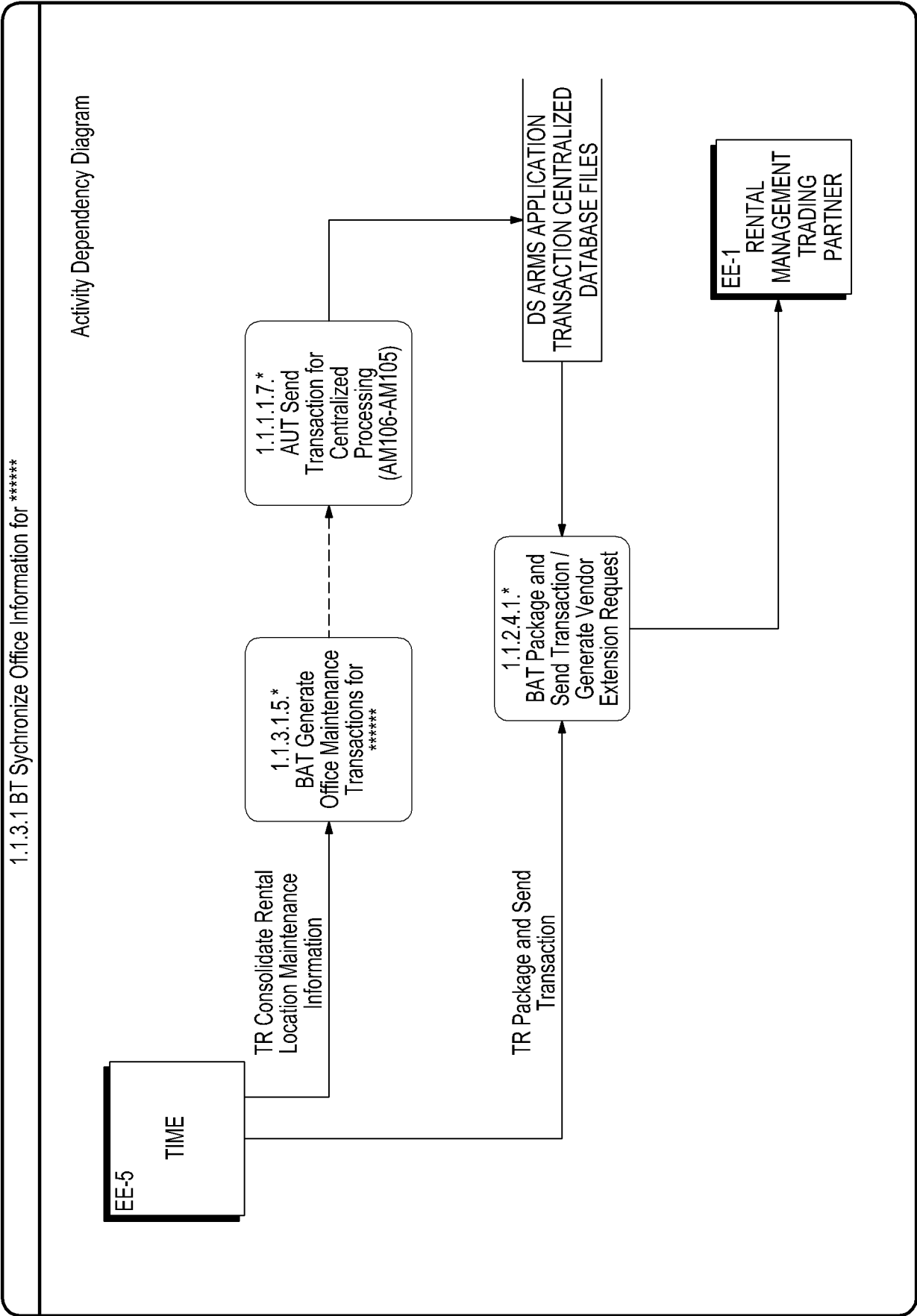


FIG. 44

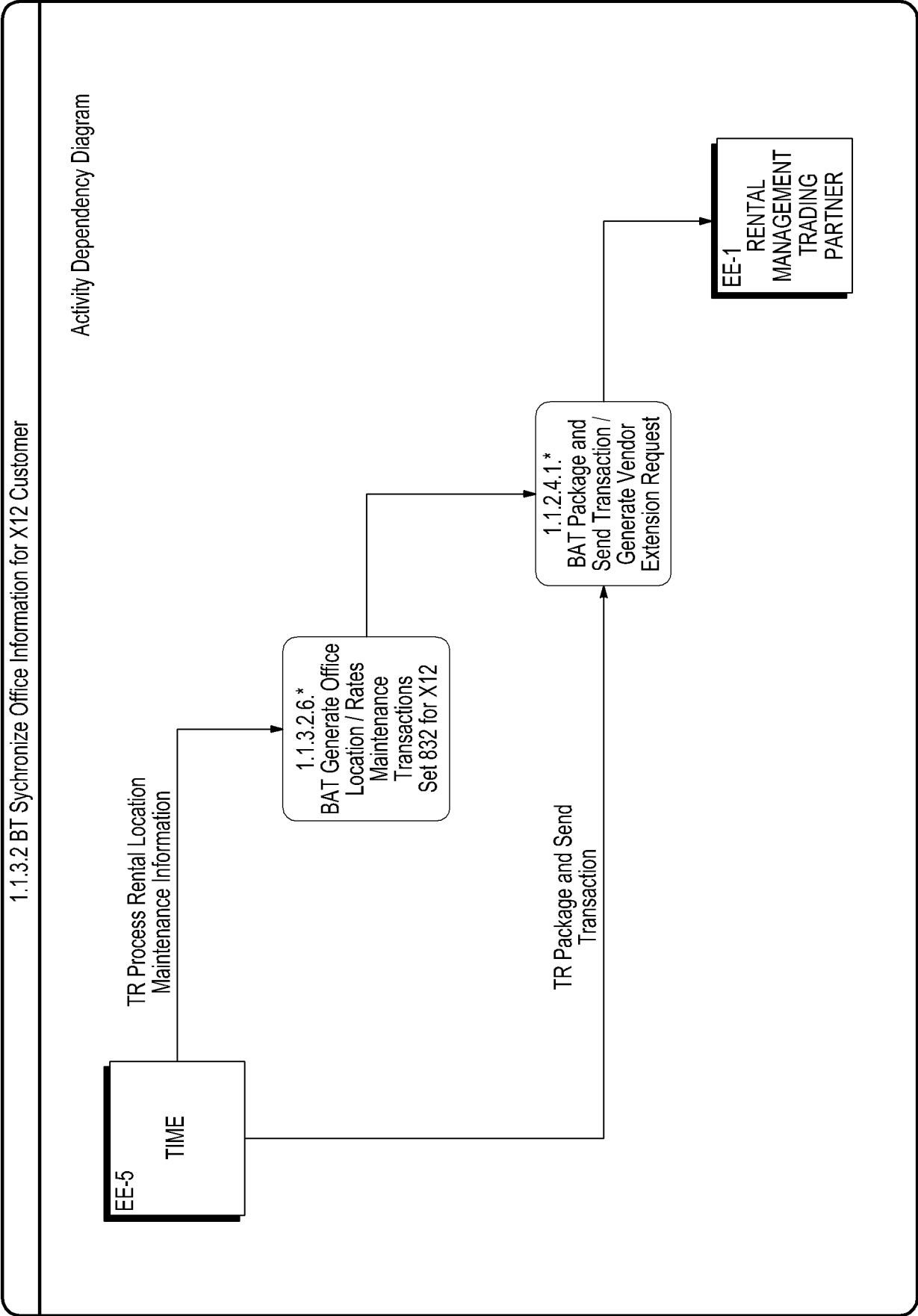


FIG. 45

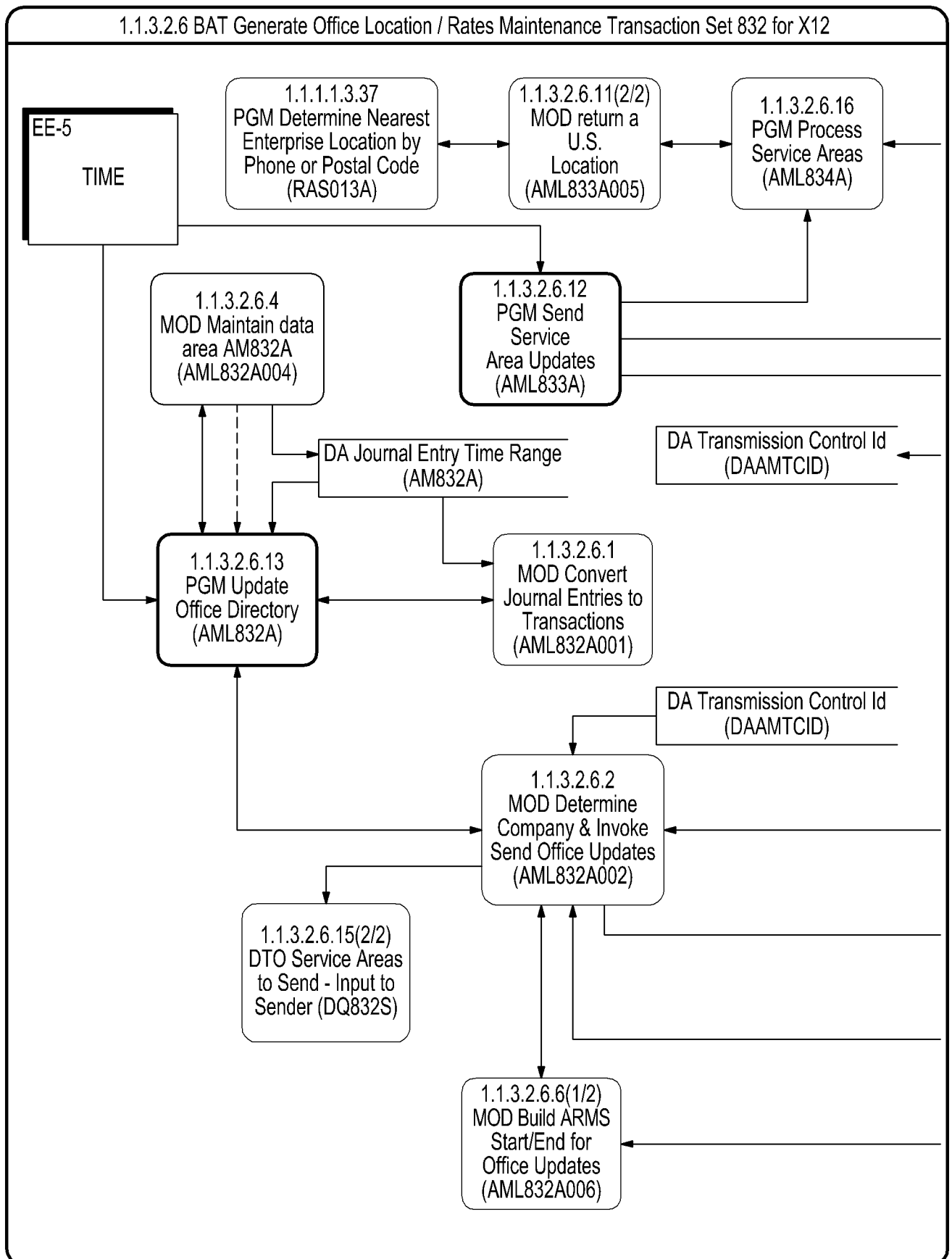


FIG. 46(a)

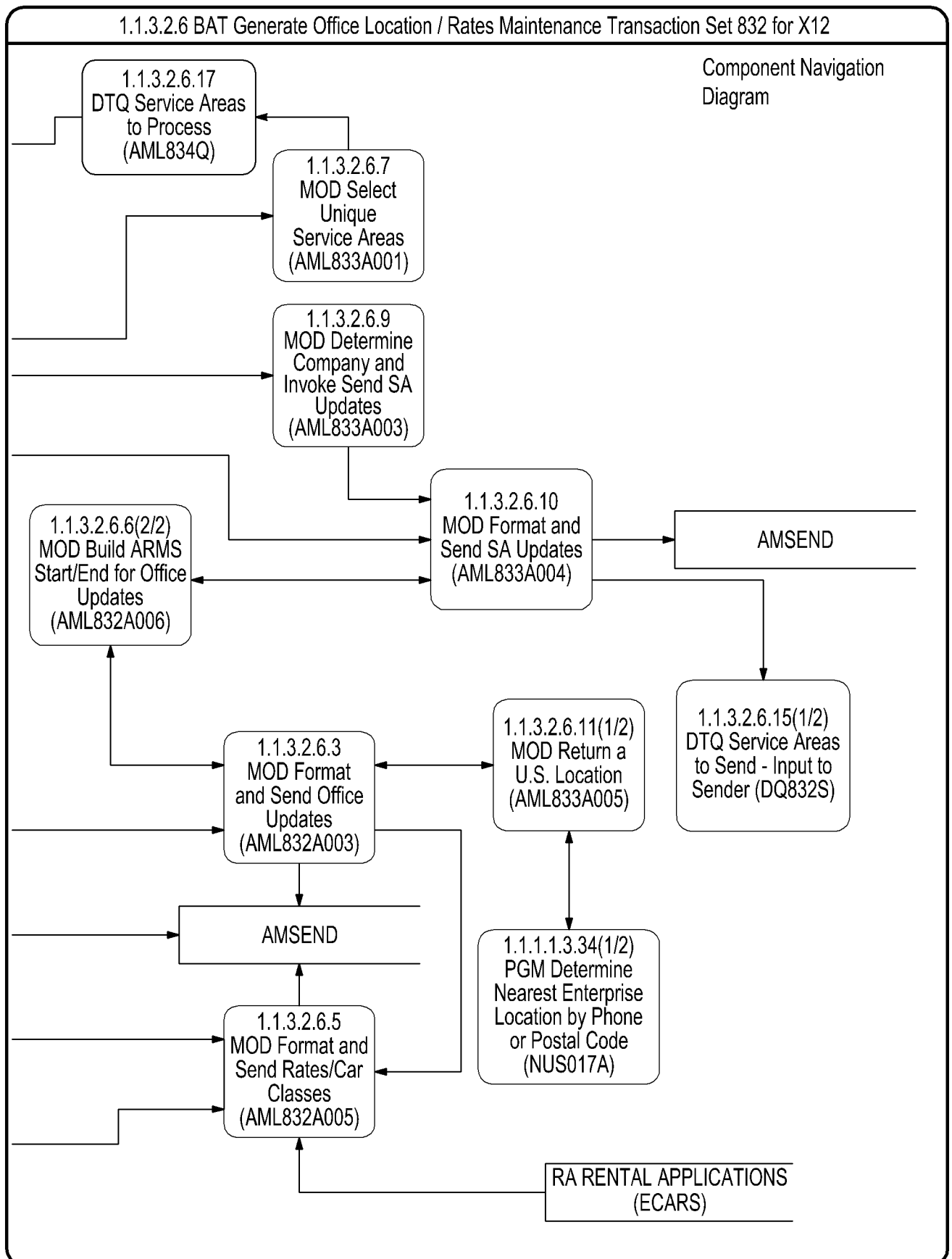


FIG. 46(b)

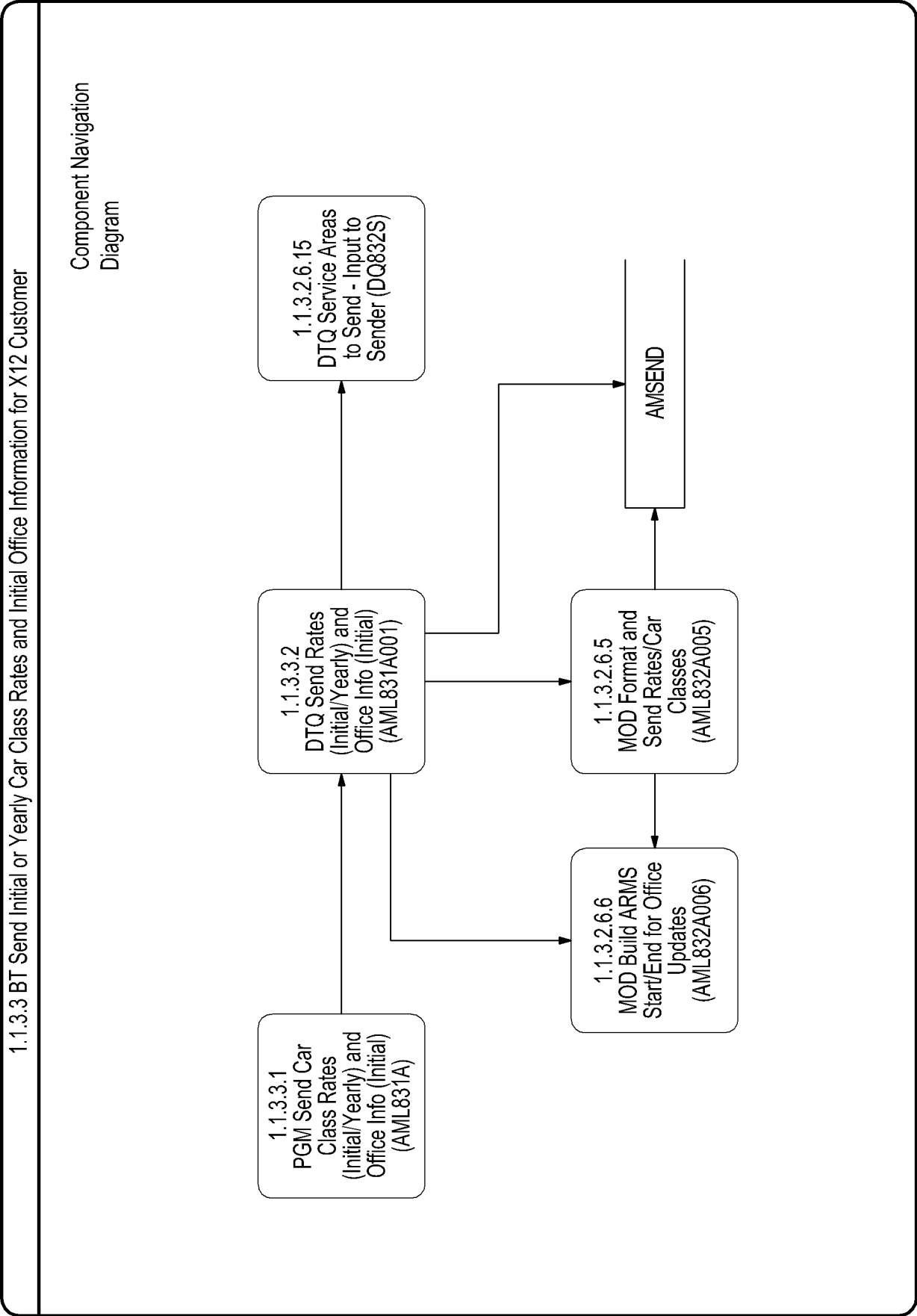


FIG. 47

1.1.4 AA ARMS Support

1.1.4.1.*
SA Manage
Environment

1.1.4.3.*
SA Information
System Reports

1.1.4.2.*
SA Research and
Fix Problems

1.1.4.4.*
SA Tools

FIG. 48

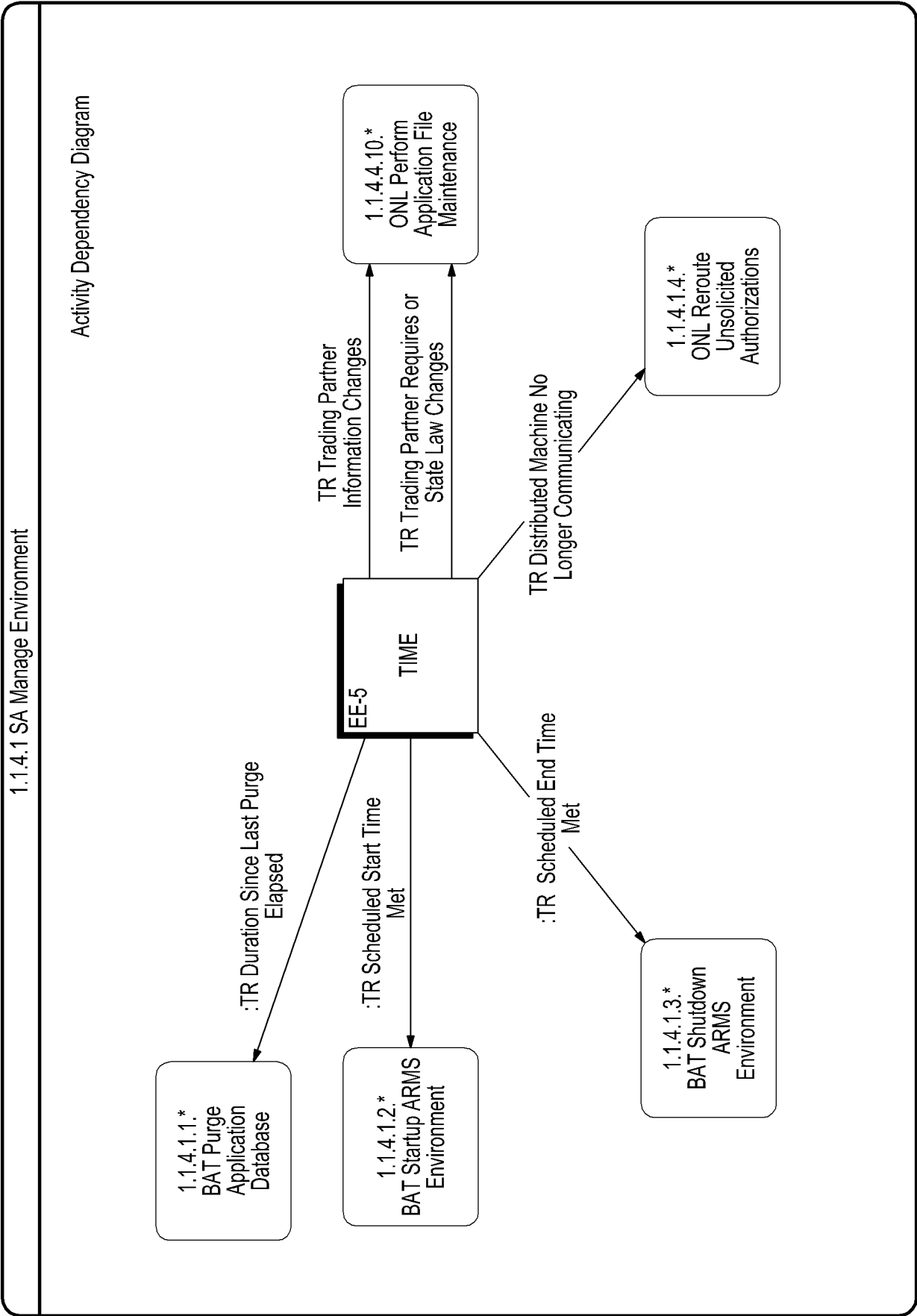


FIG. 49

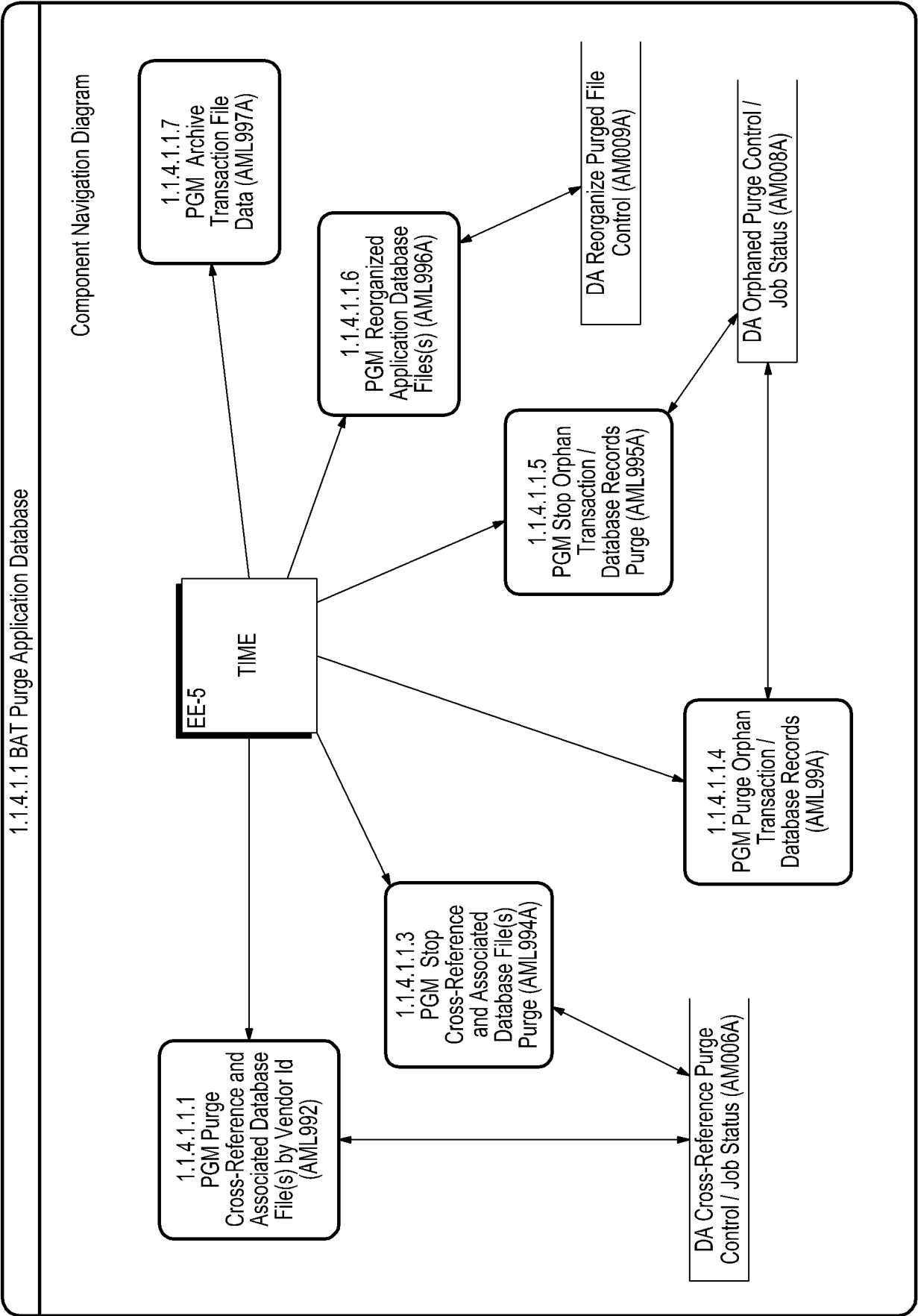


FIG. 50

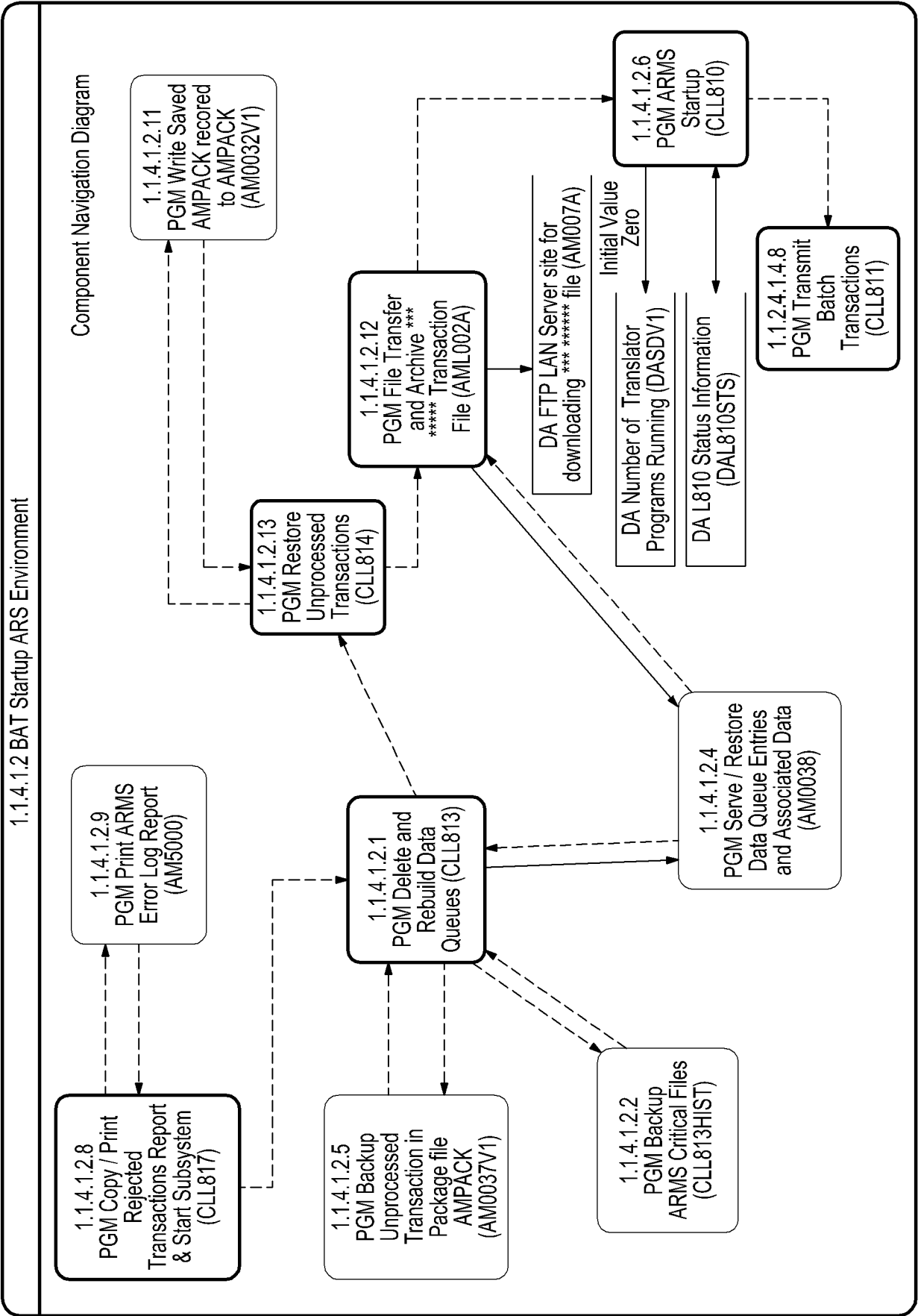


FIG. 51

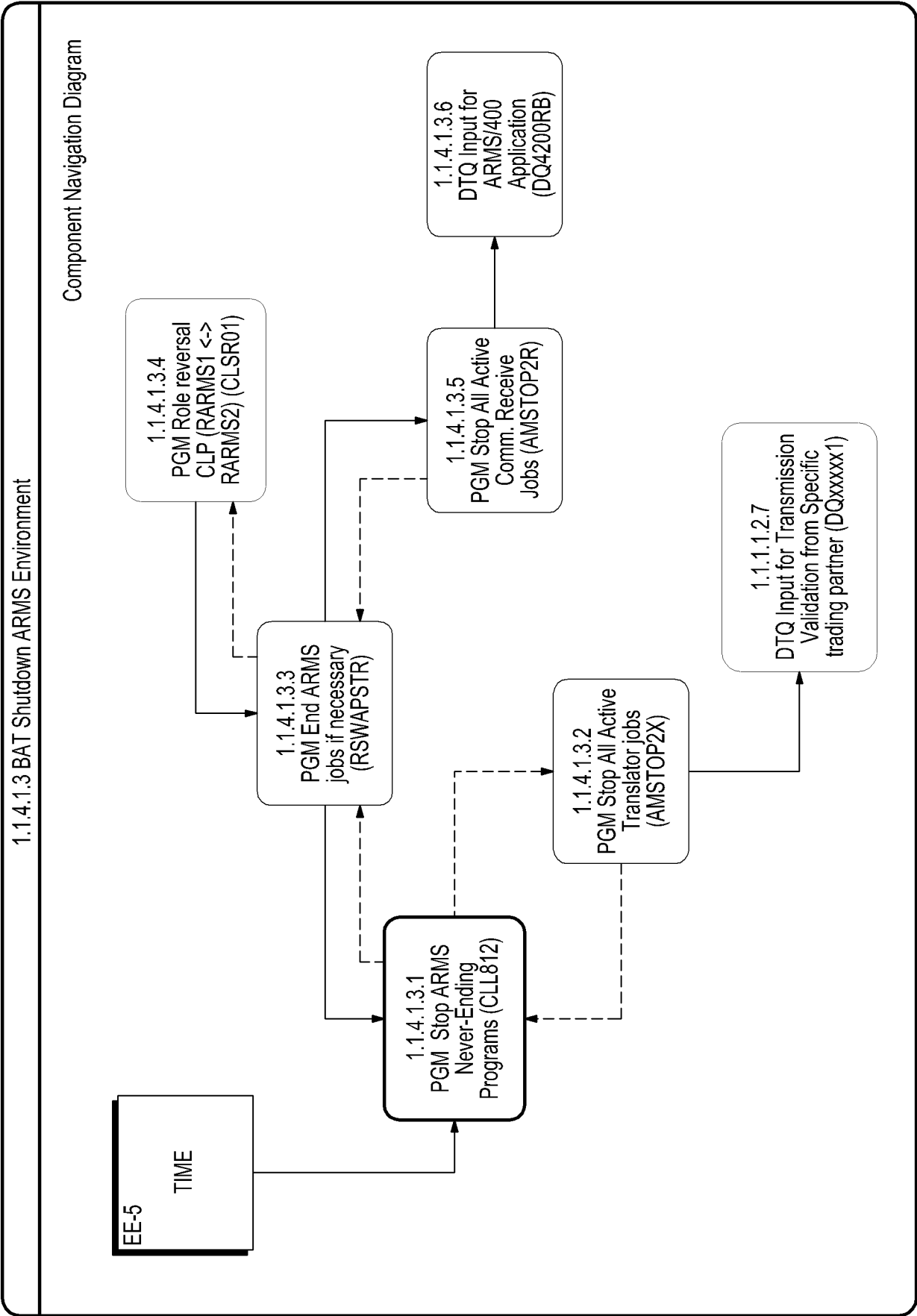


FIG. 52

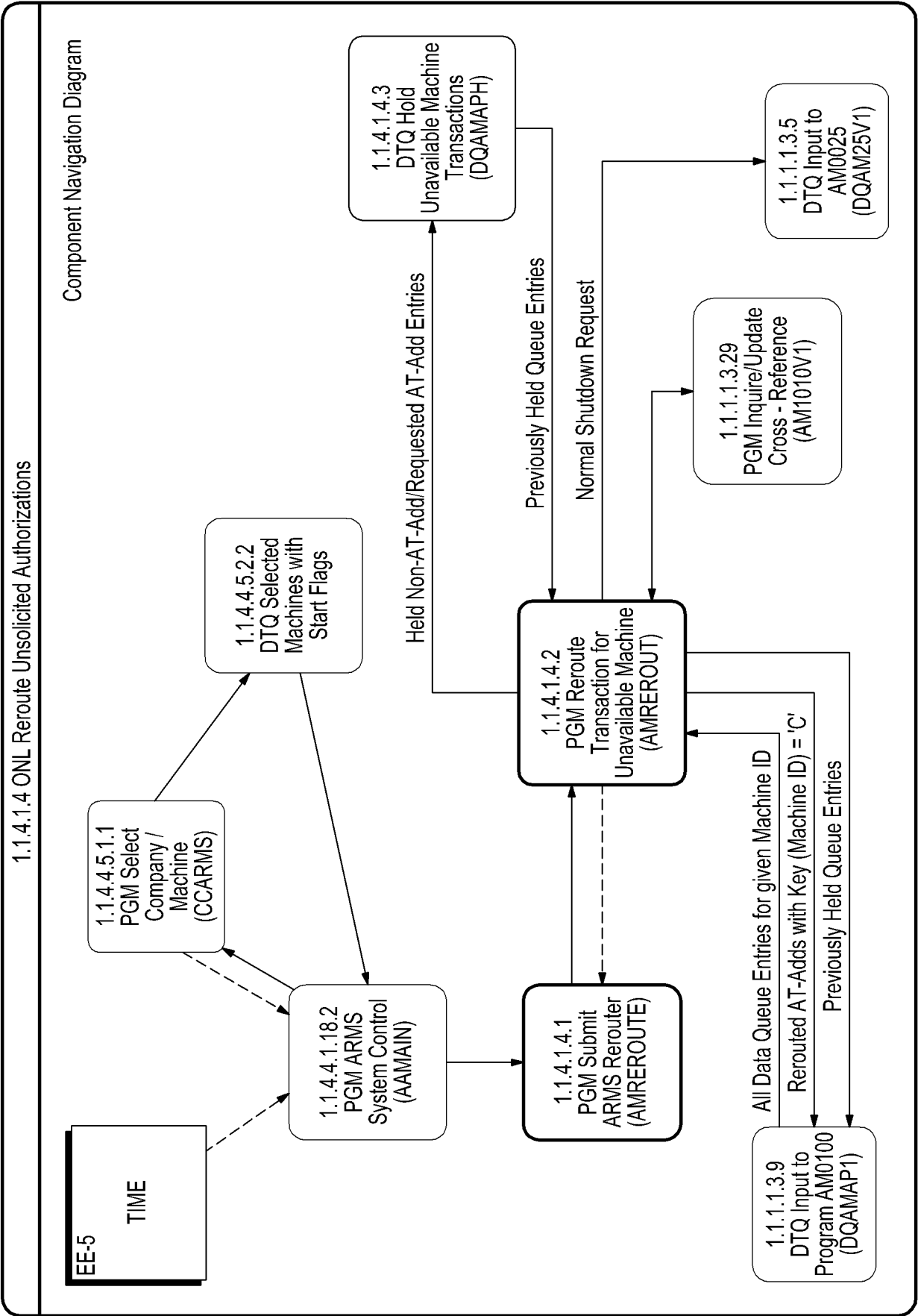


FIG. 53

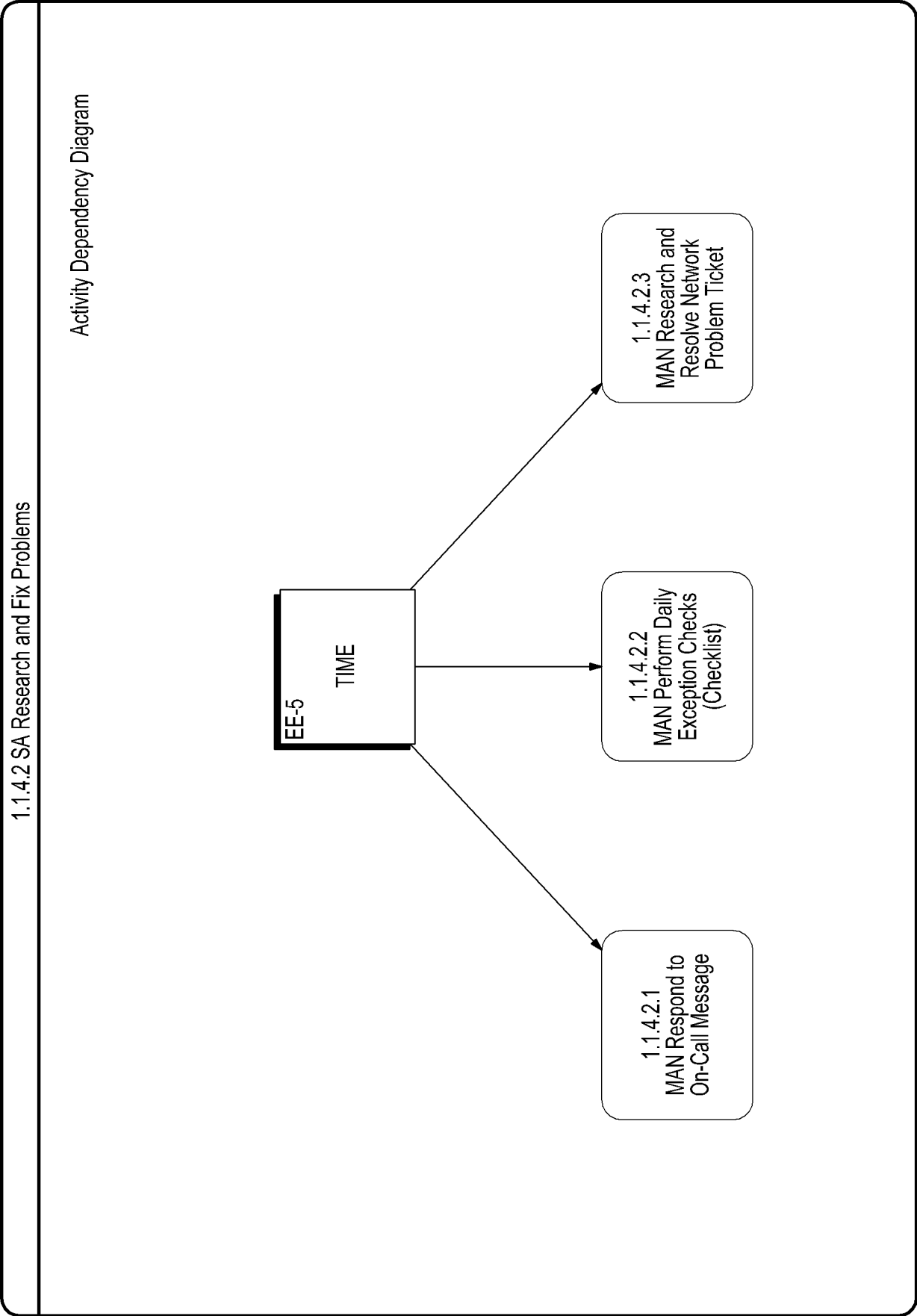


FIG. 54

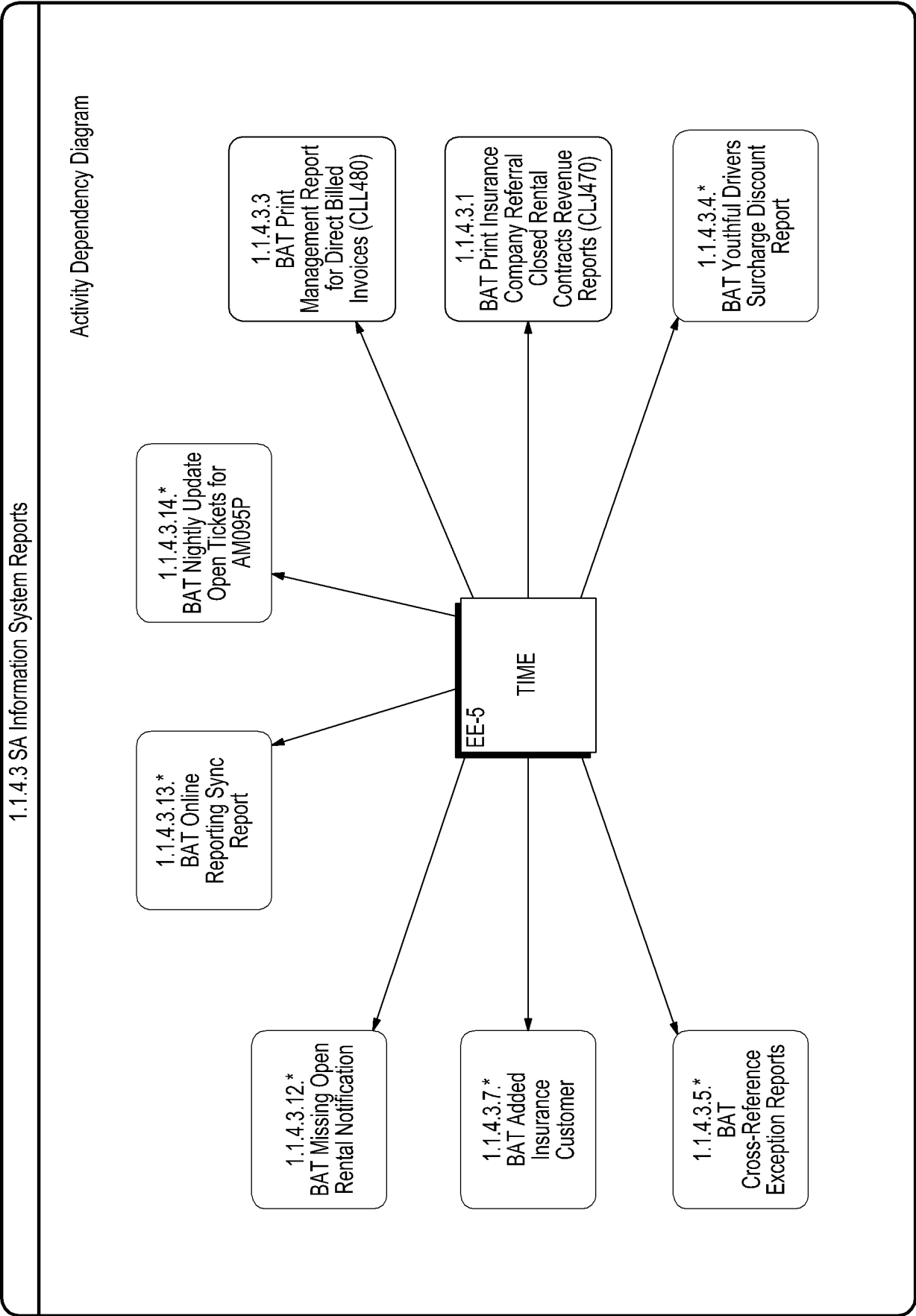


FIG. 55

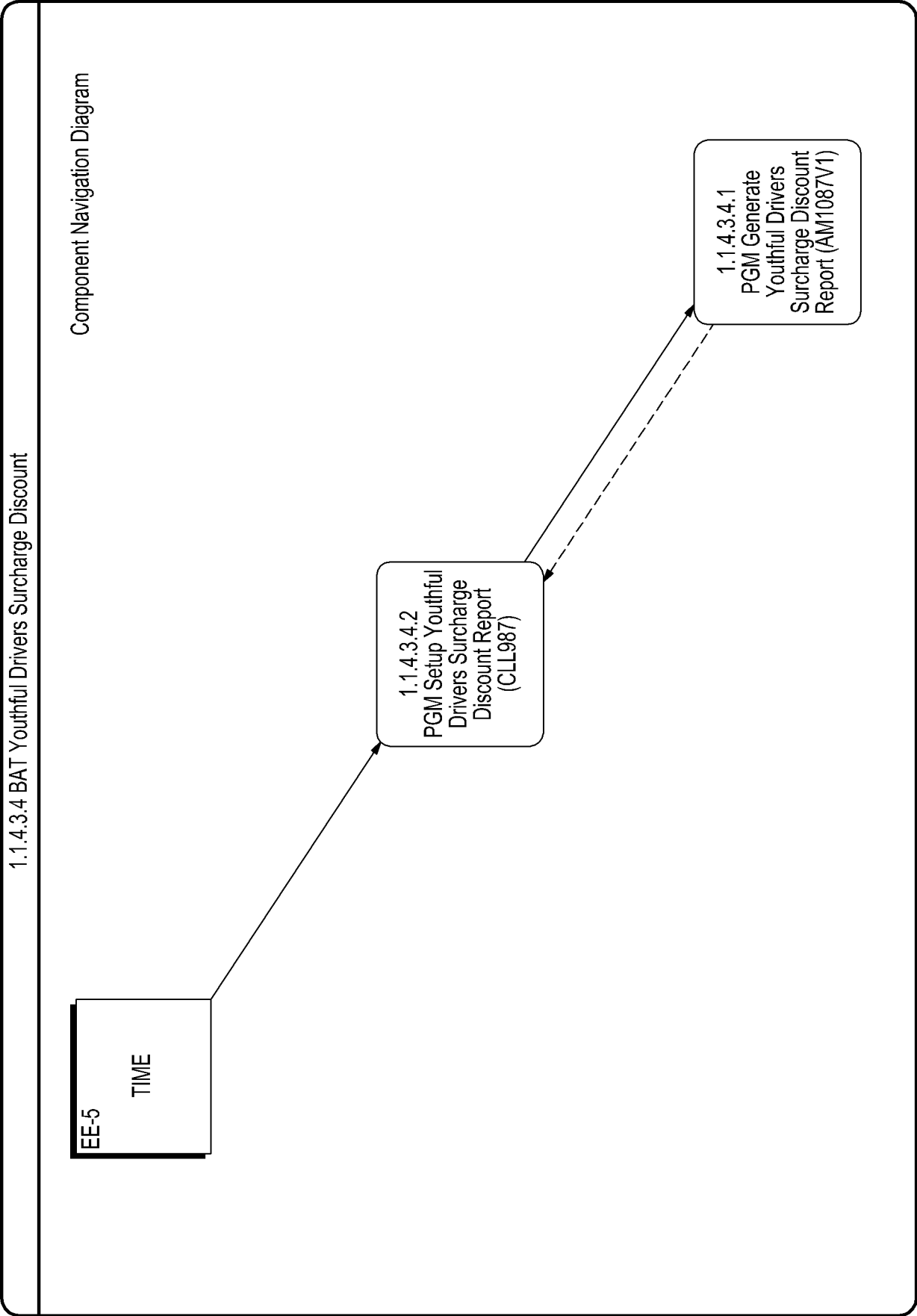


FIG. 56

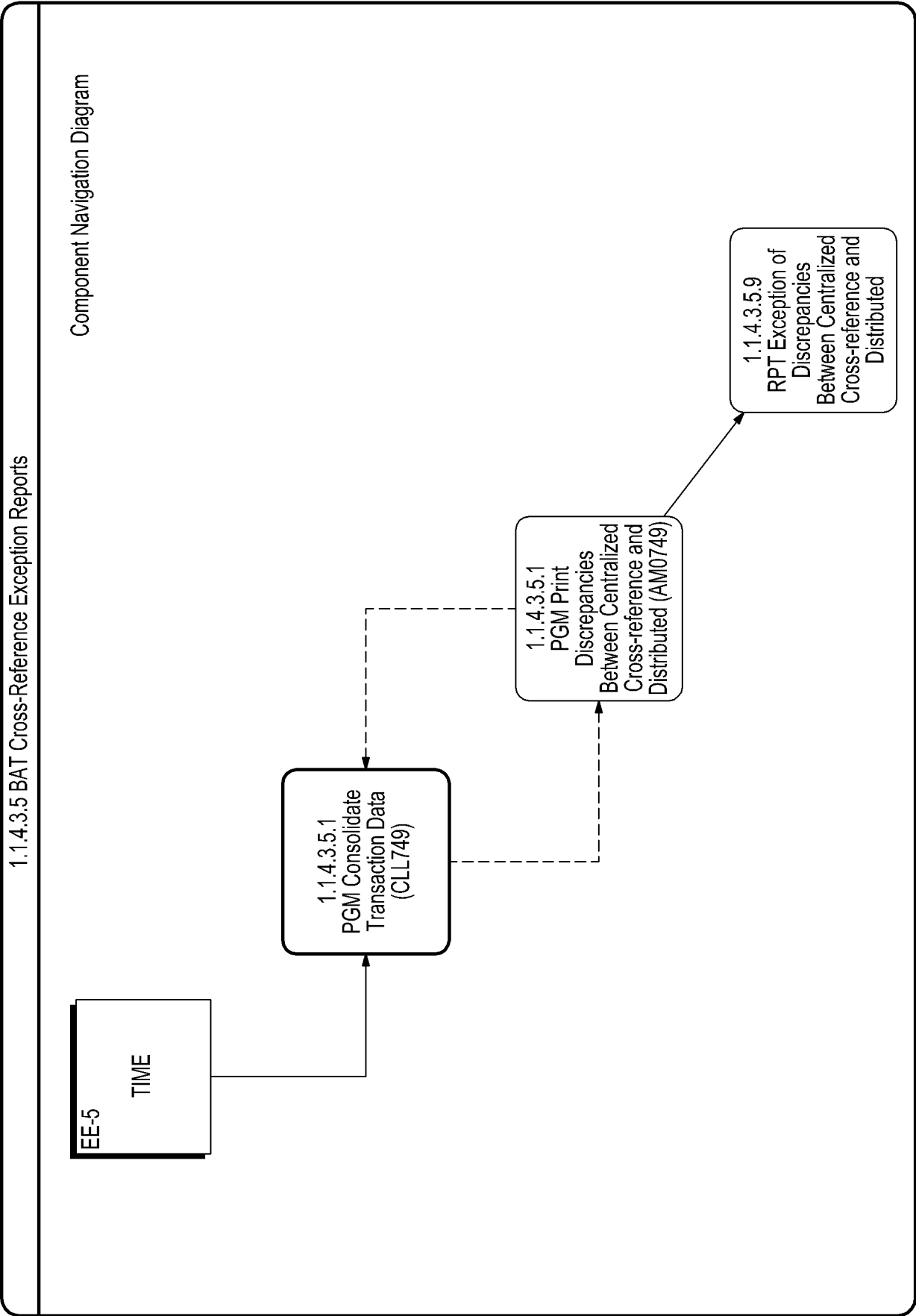


FIG. 57

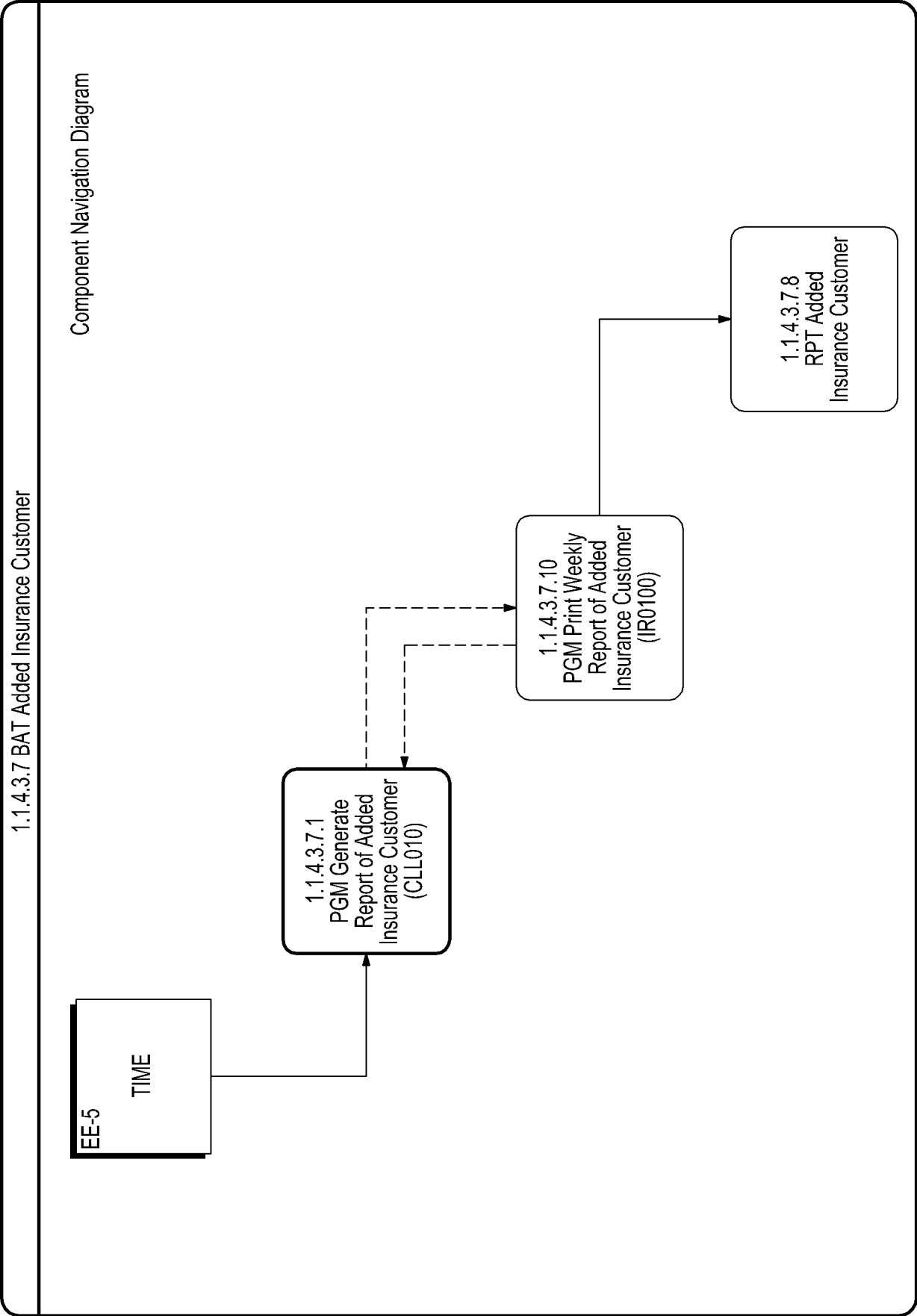


FIG. 58

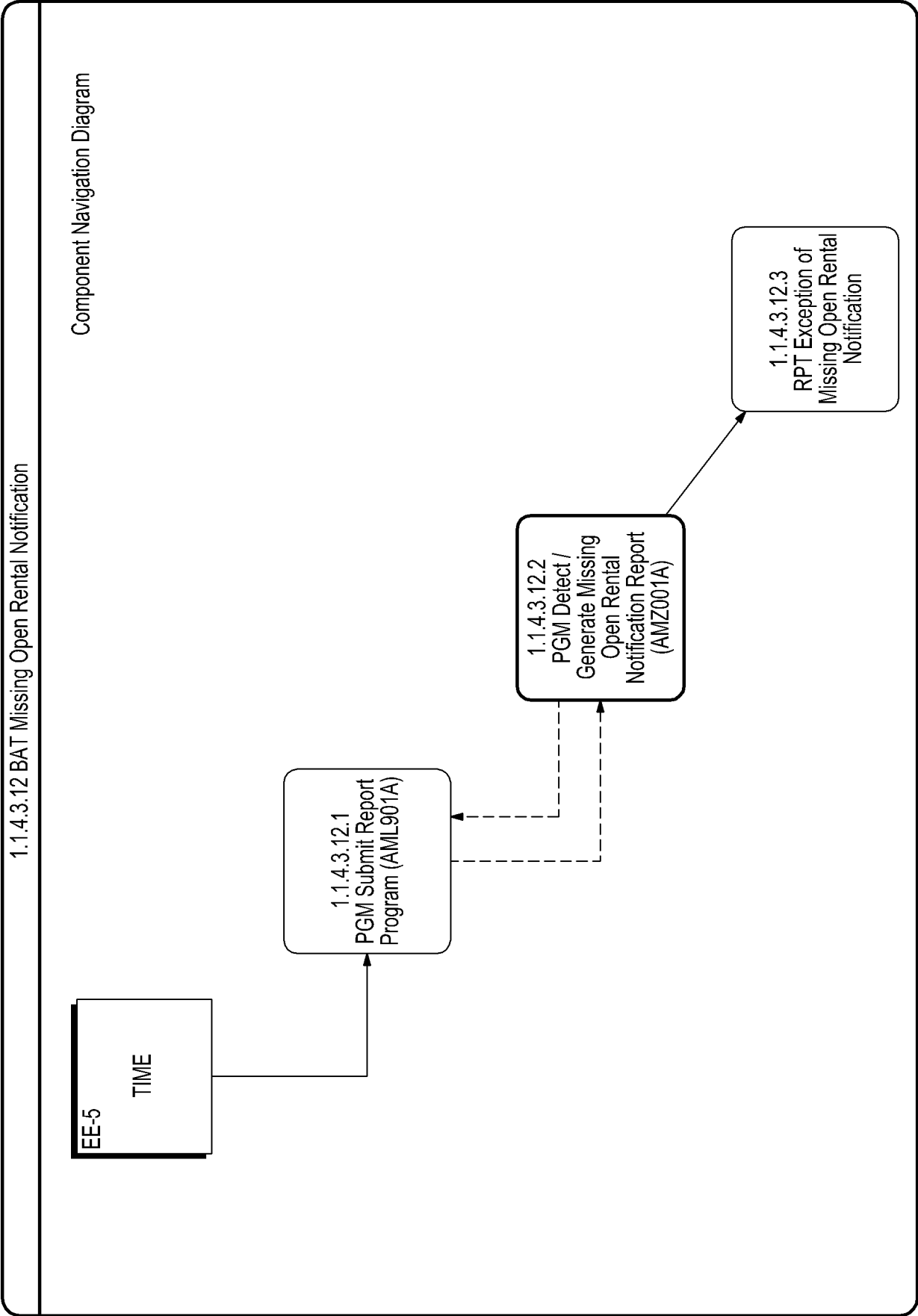


FIG. 59

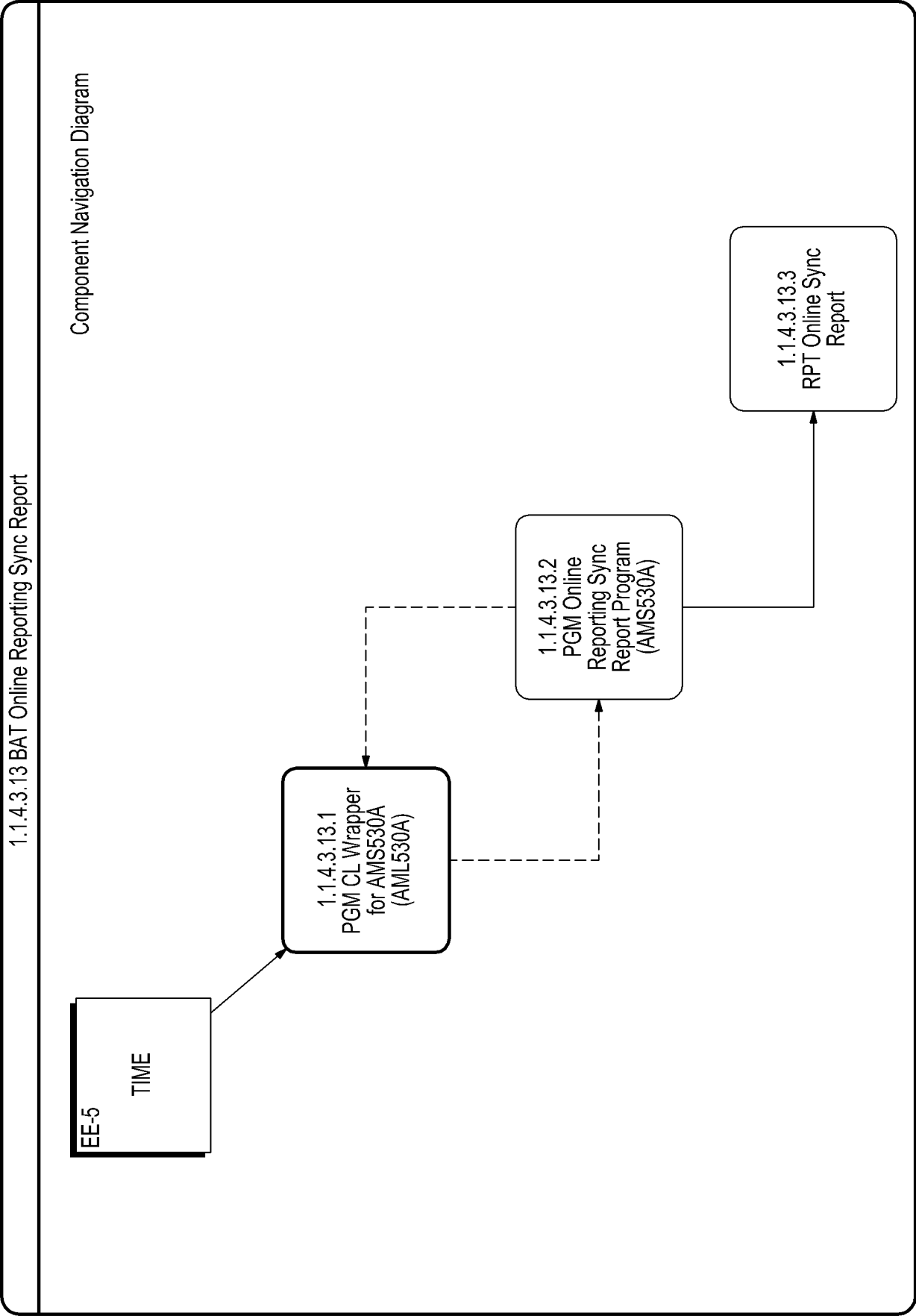


FIG. 60

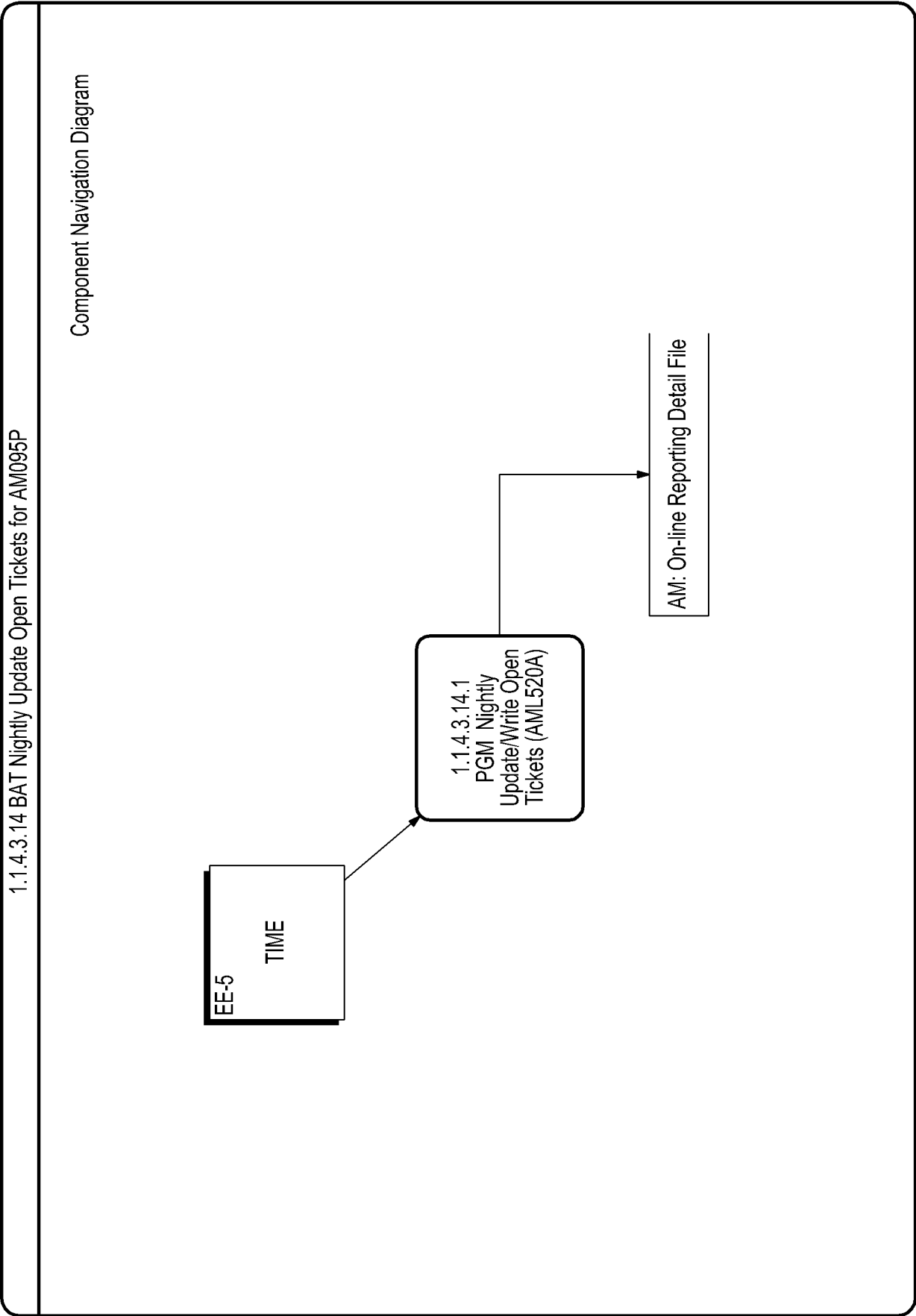


FIG. 61

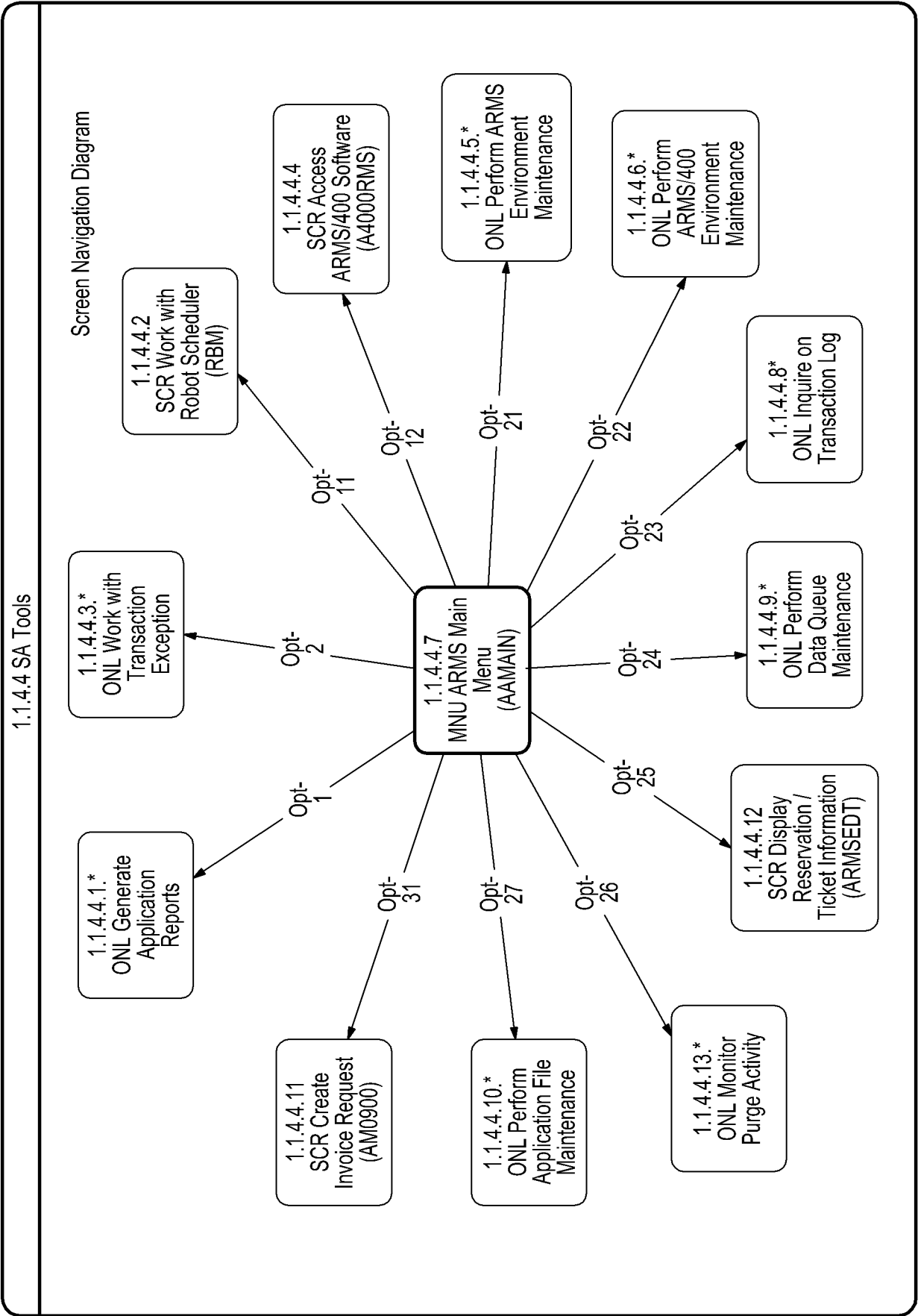


FIG. 62

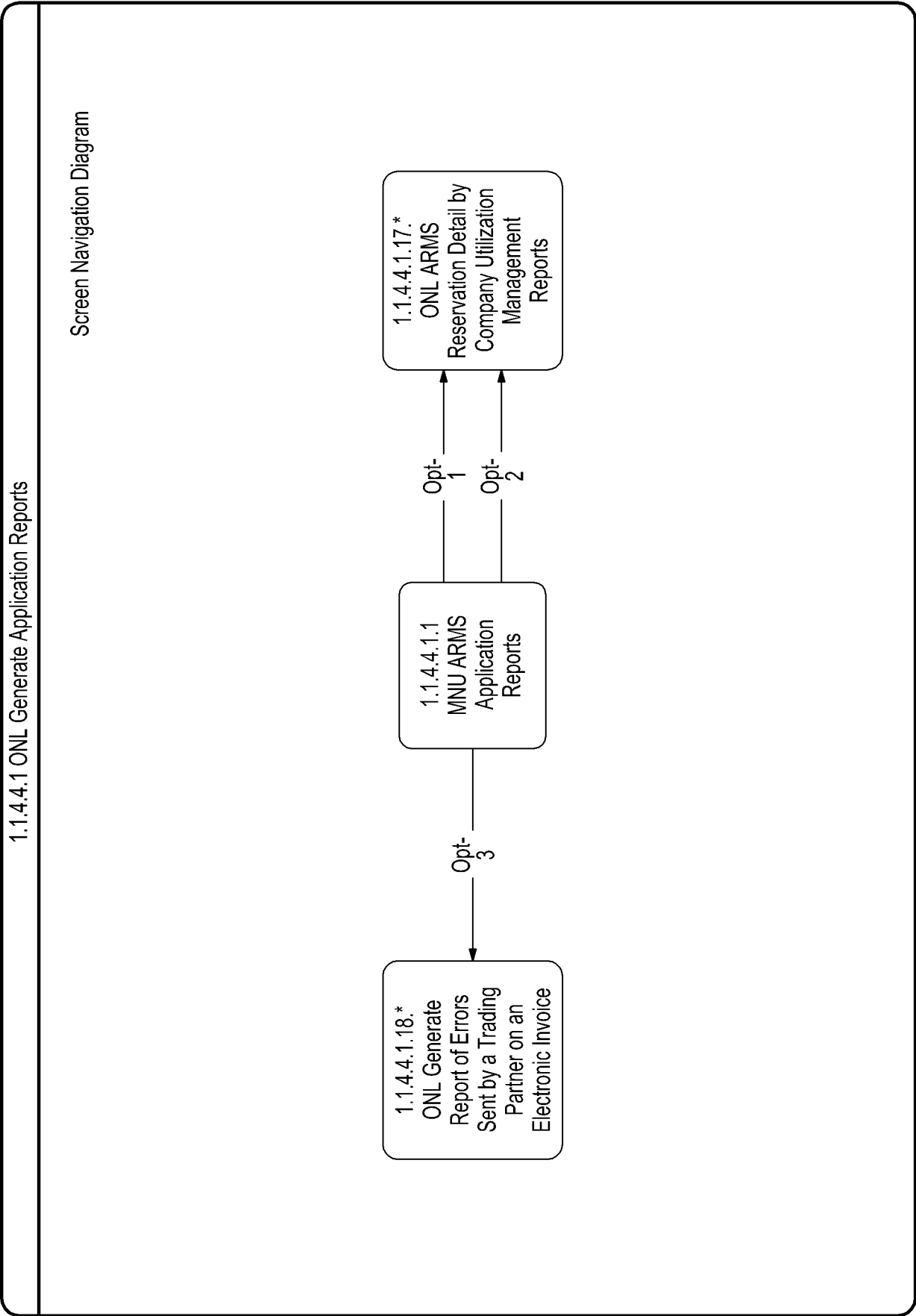


FIG. 63

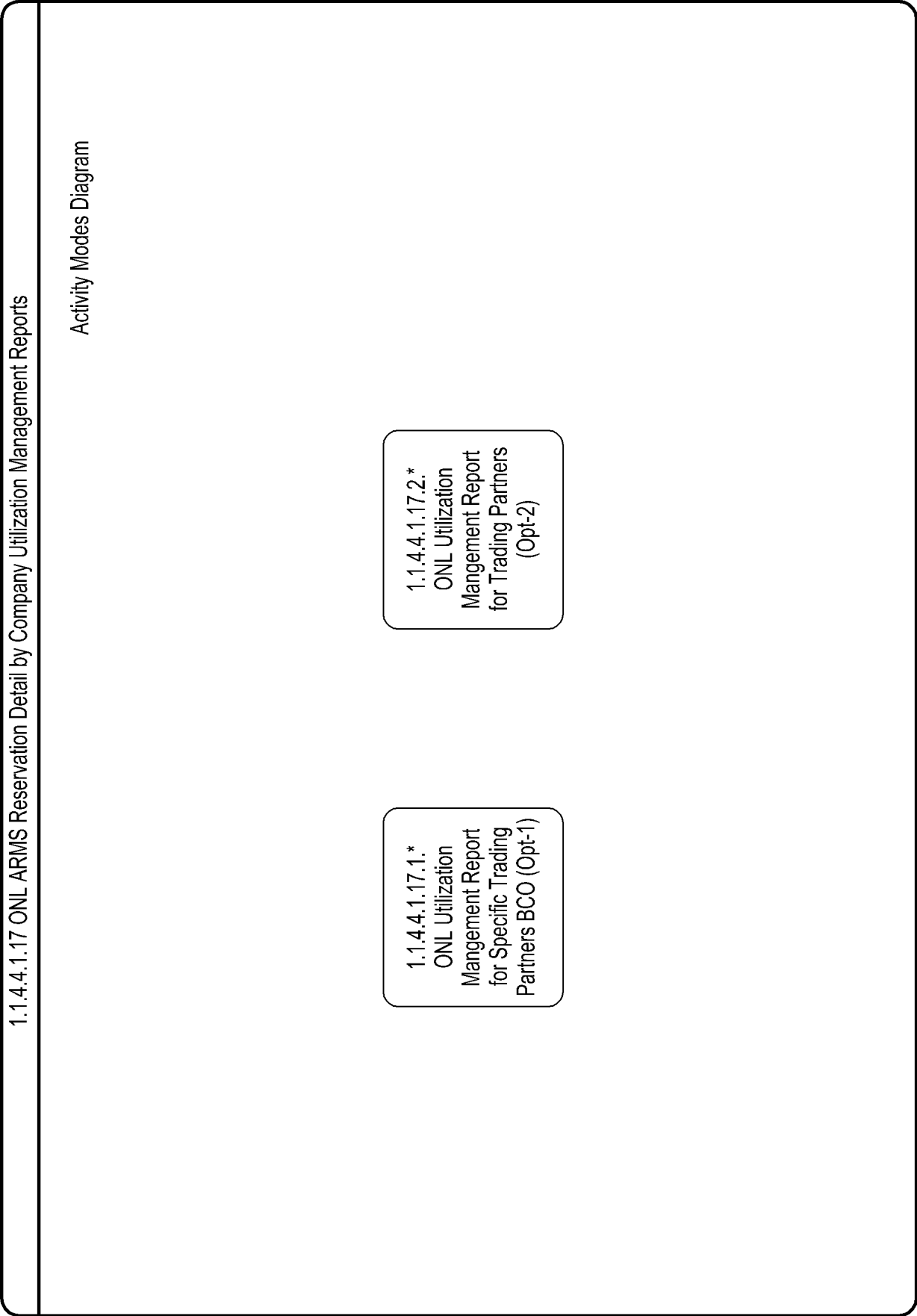


FIG. 64

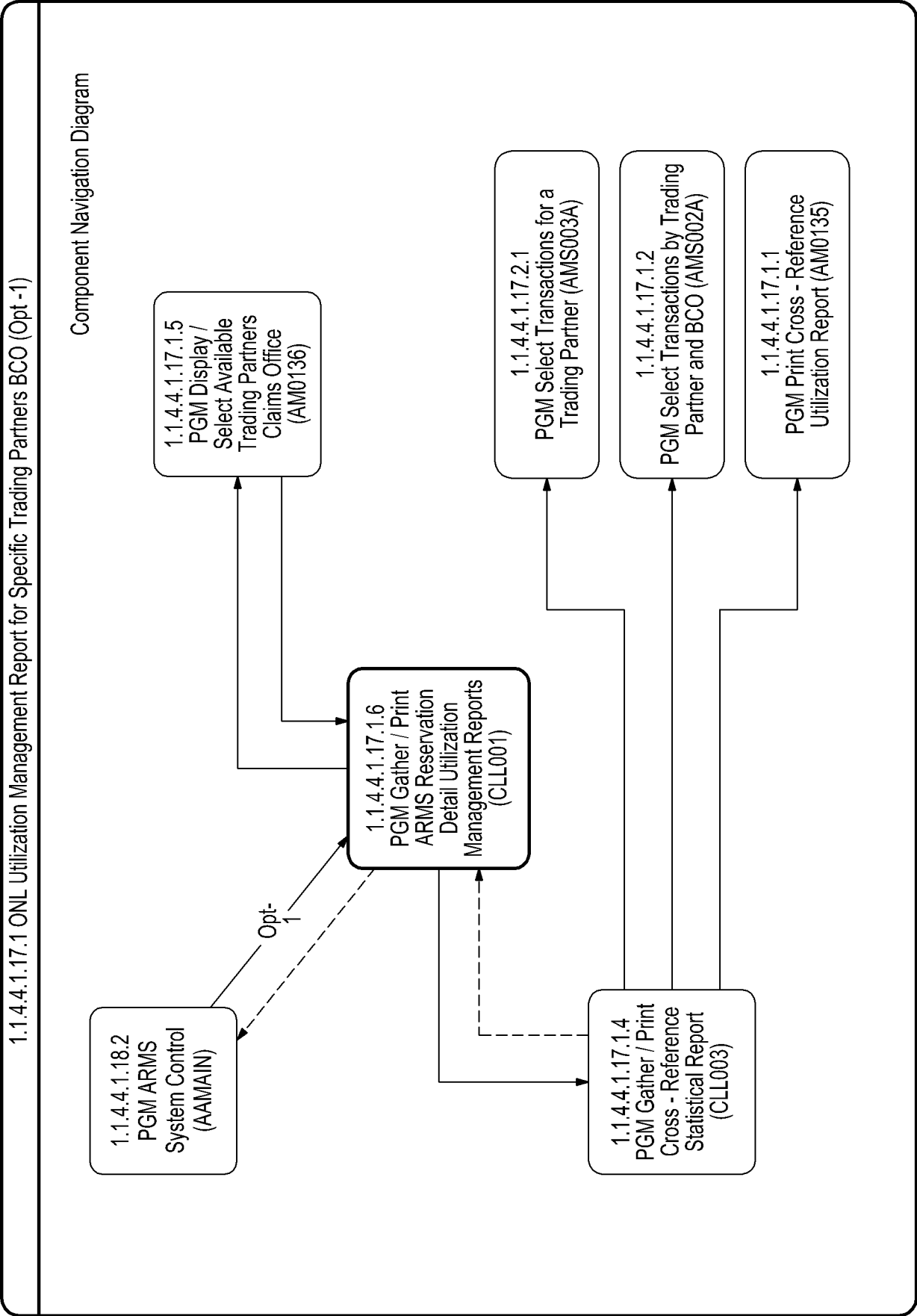


FIG. 65

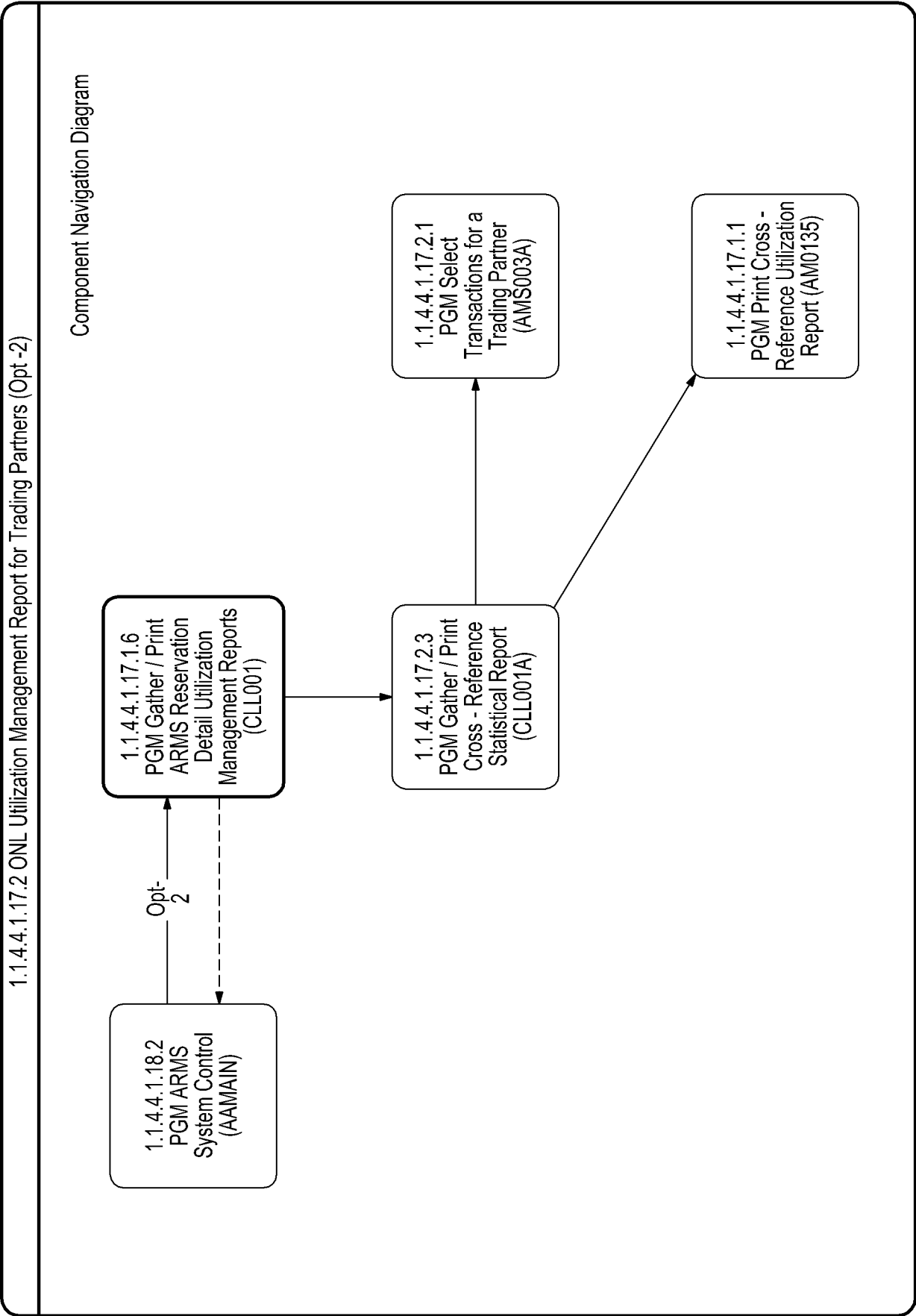


FIG. 66

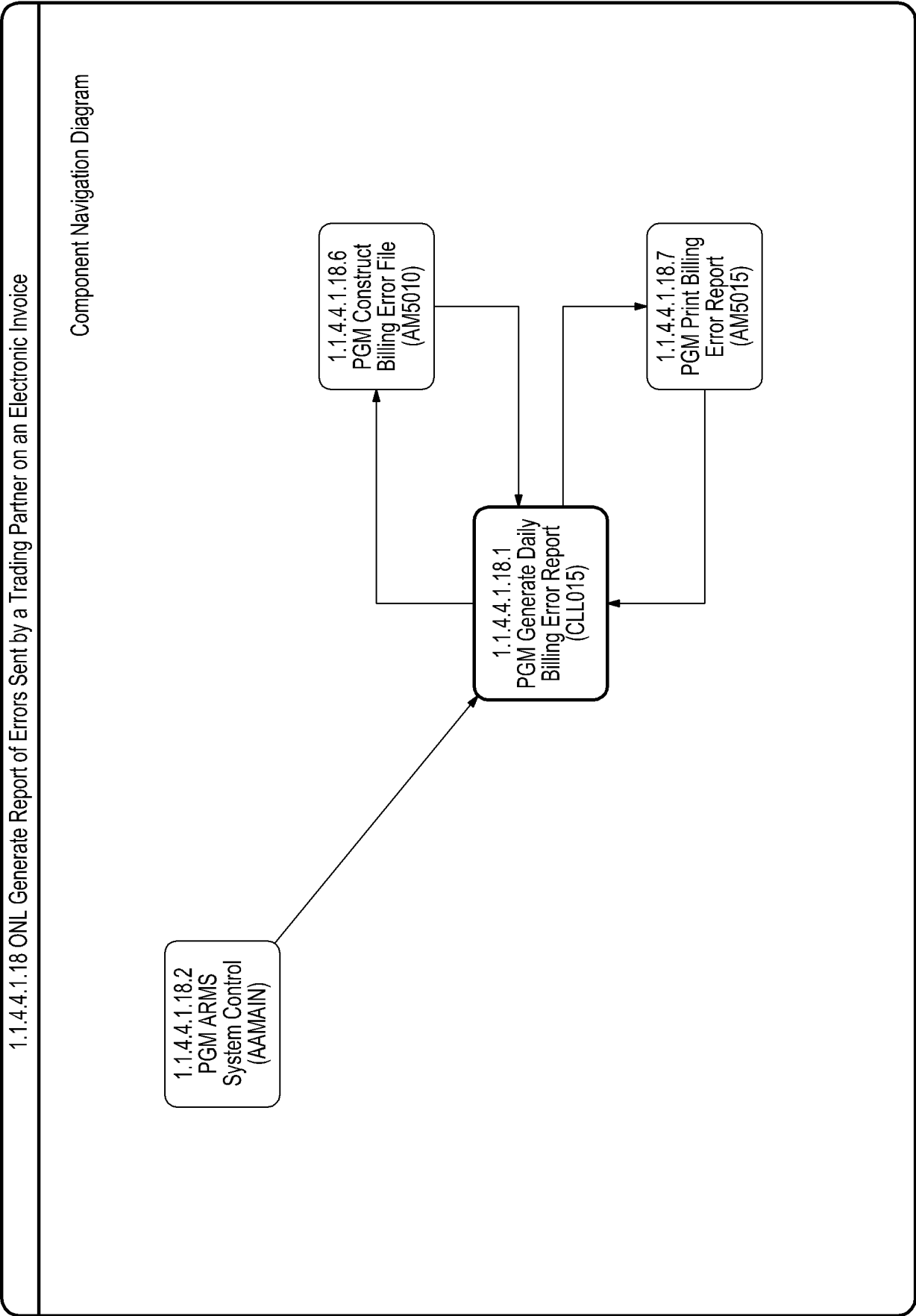


FIG. 67

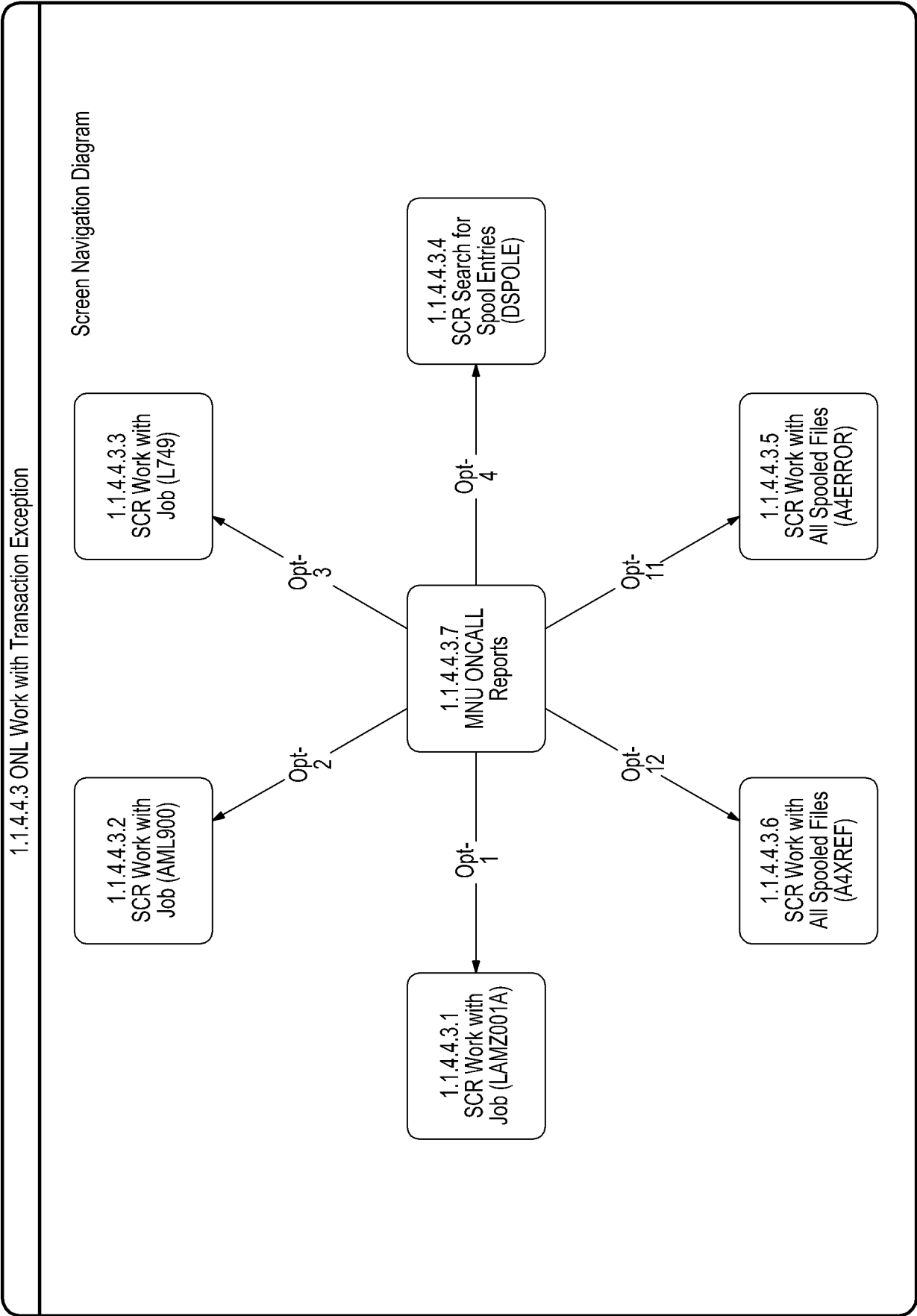


FIG. 68

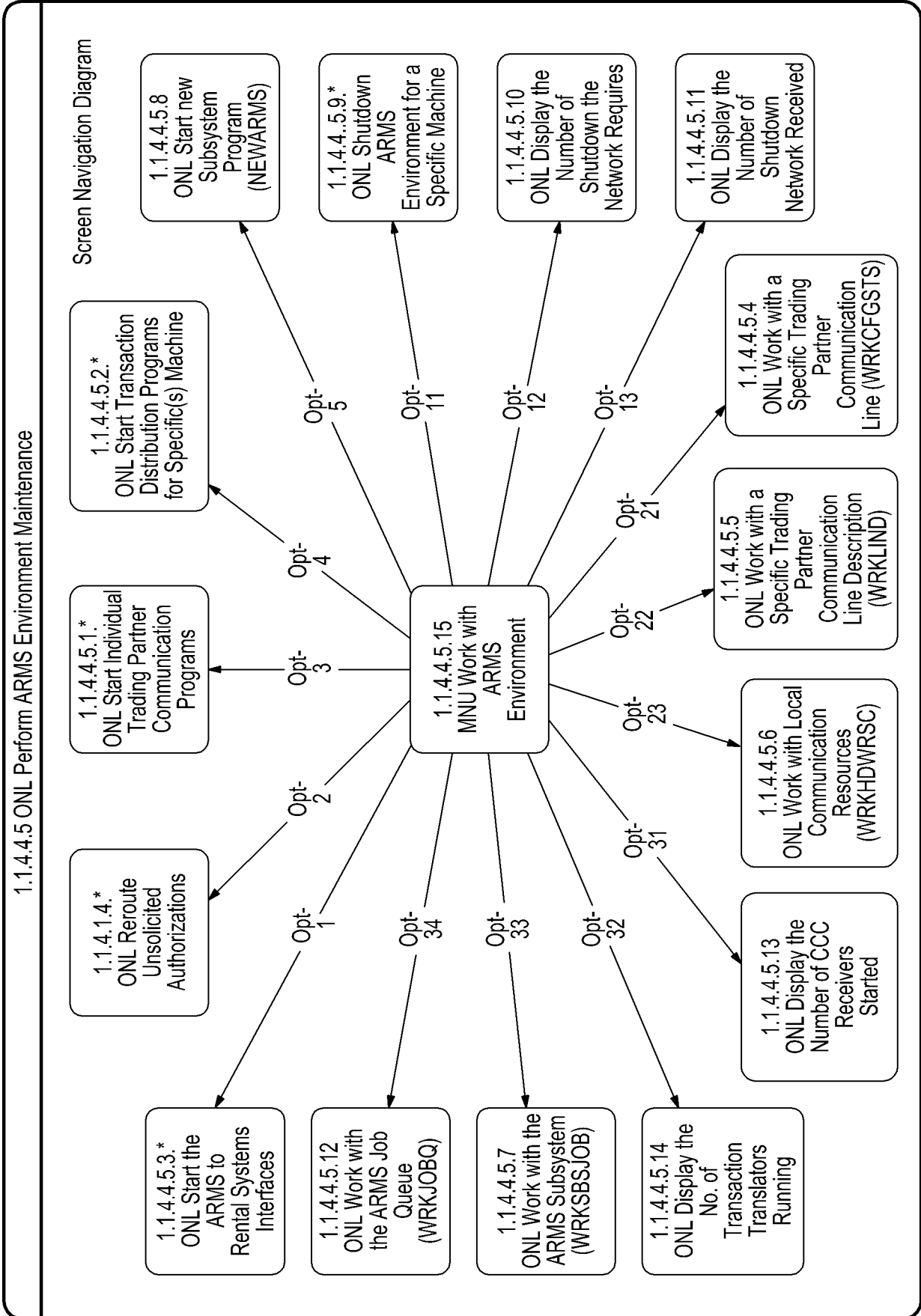


FIG. 69

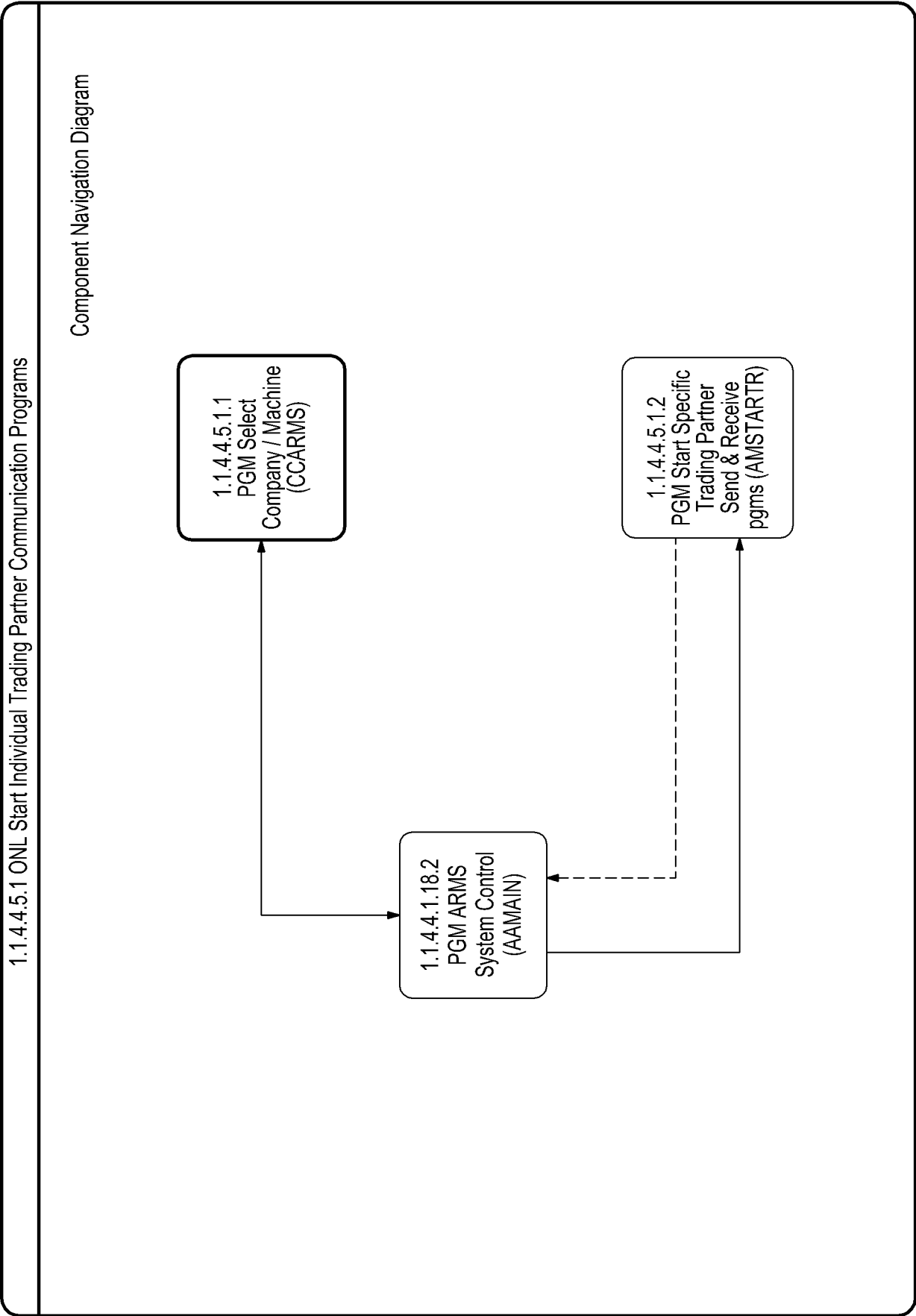


FIG. 70

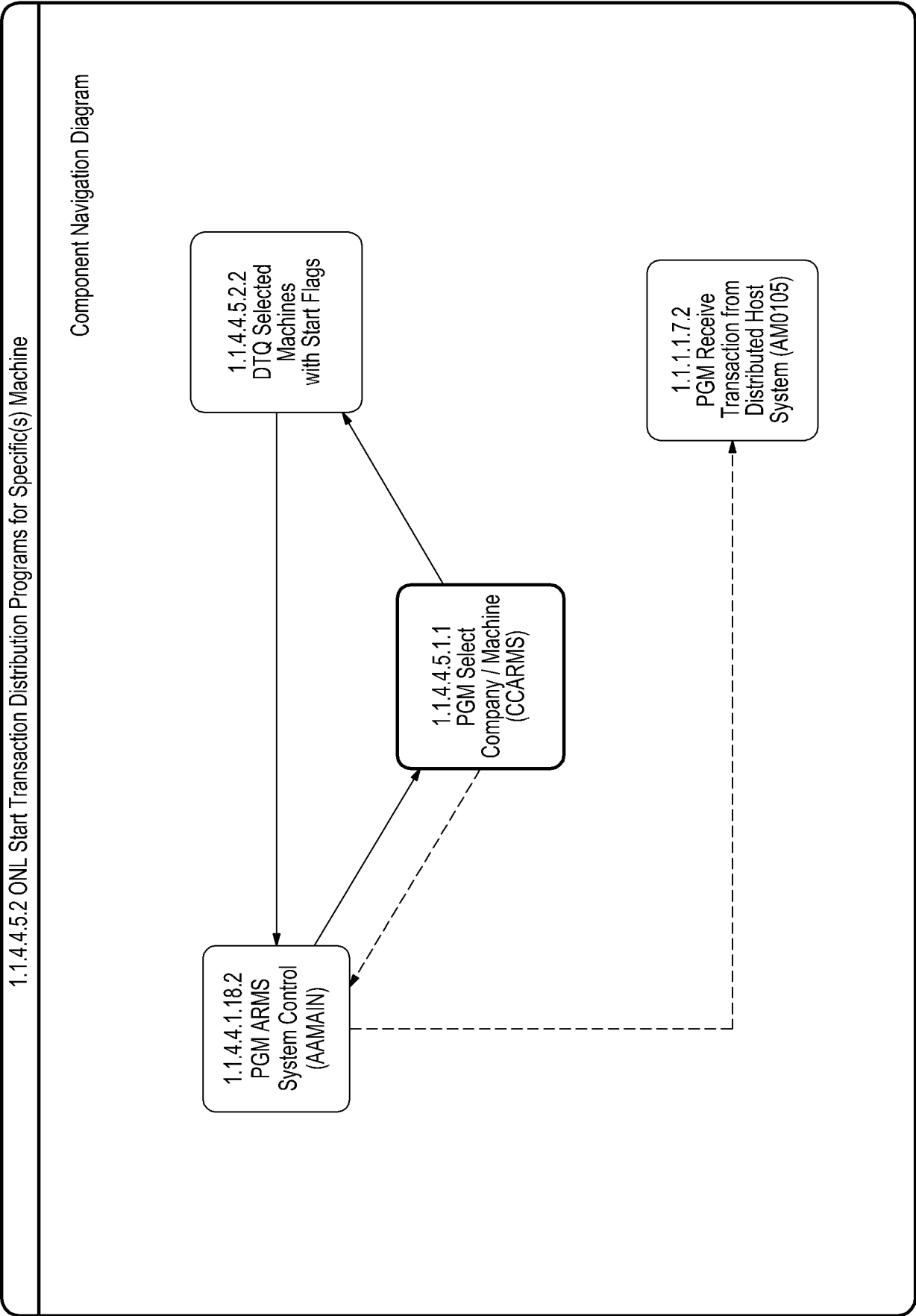


FIG. 71

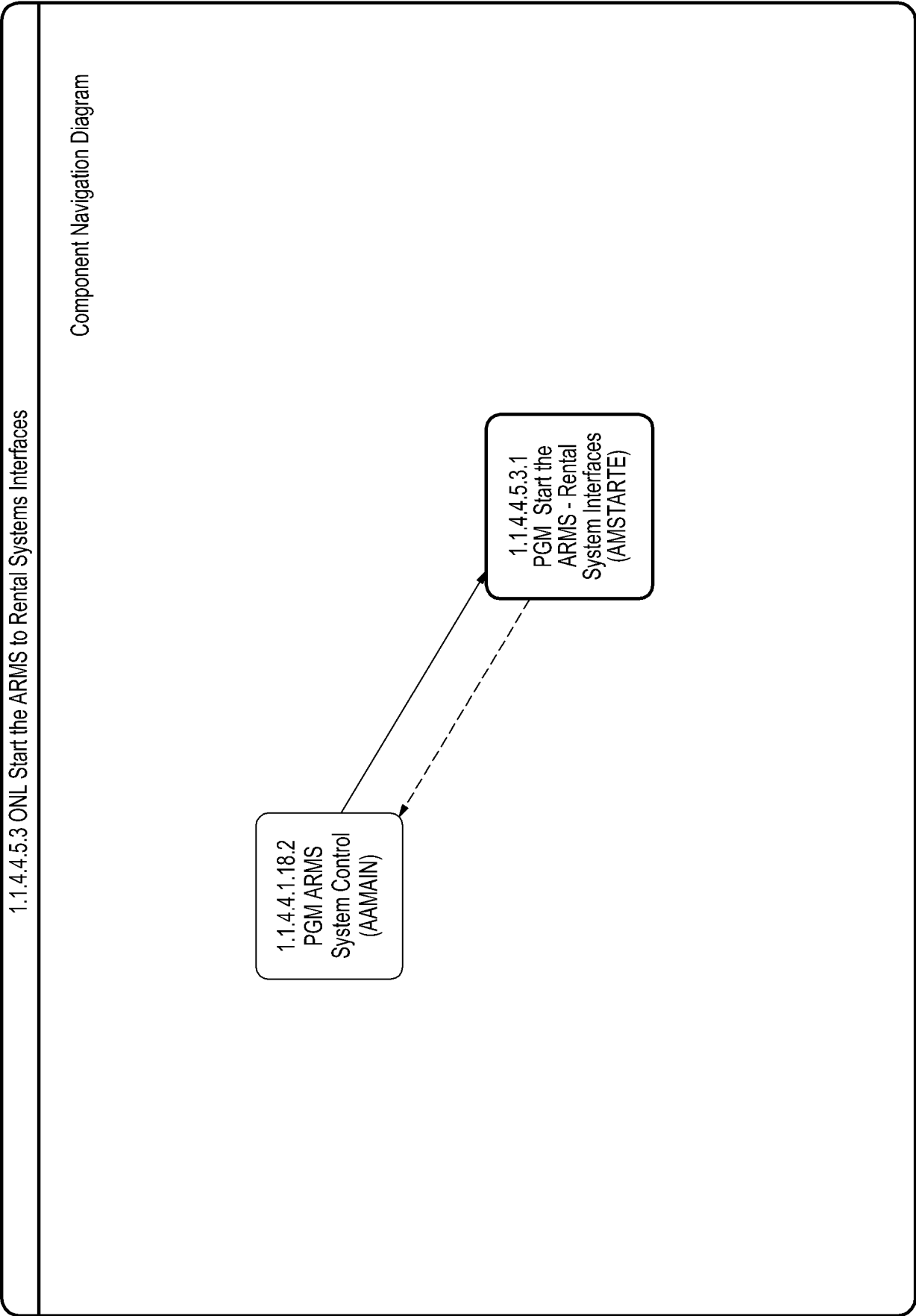


FIG. 72

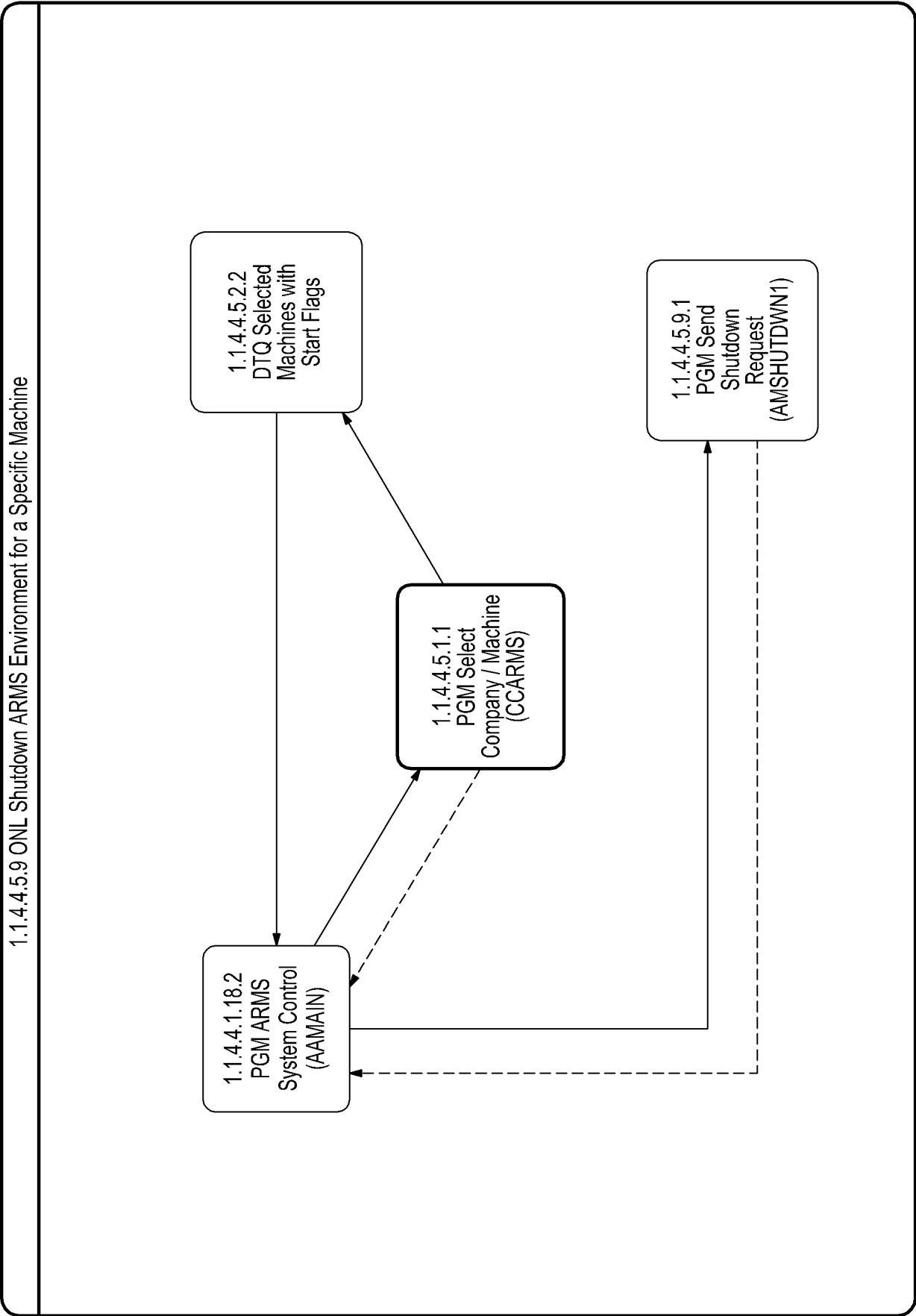


FIG. 73

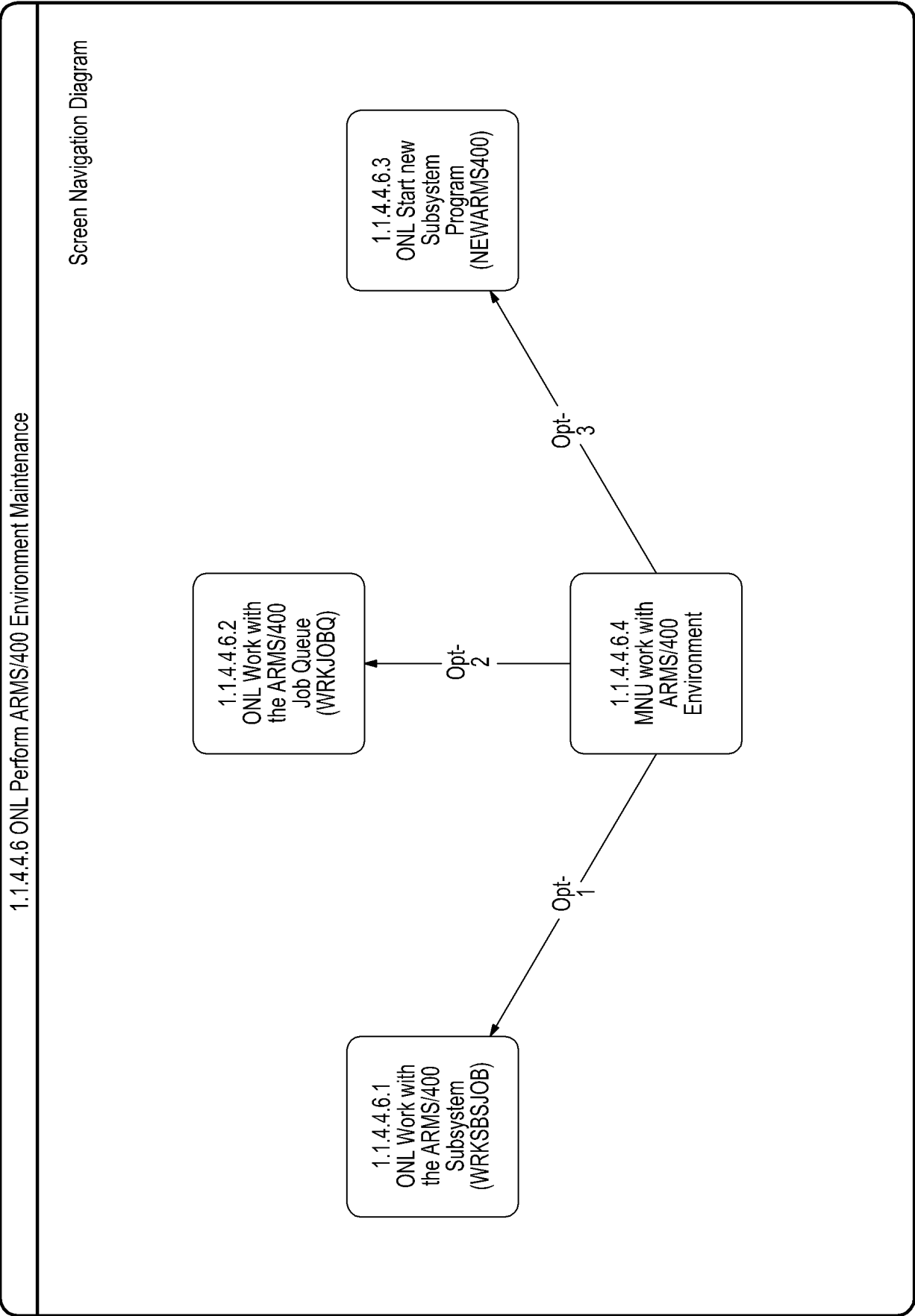


FIG. 74

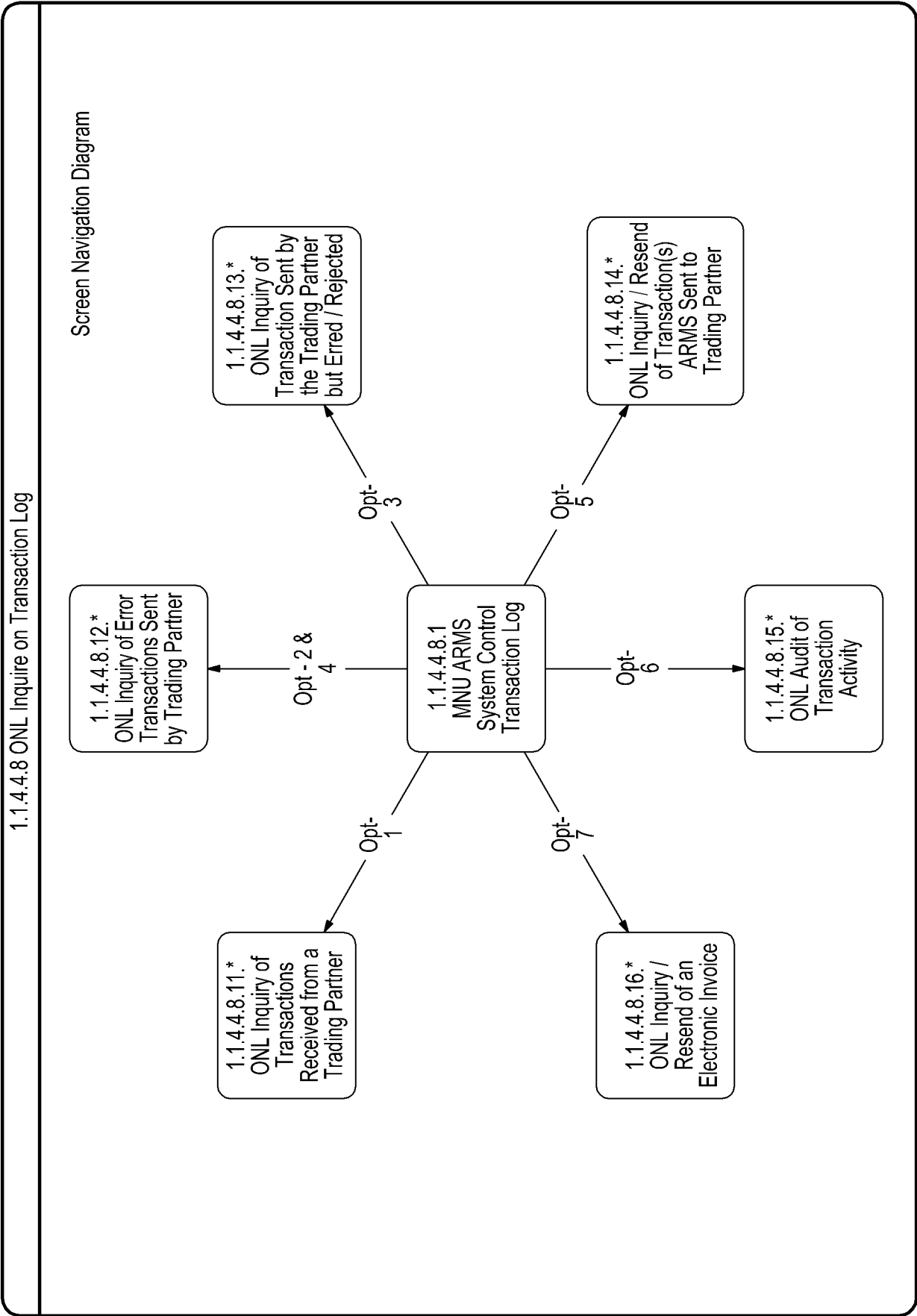


FIG. 75

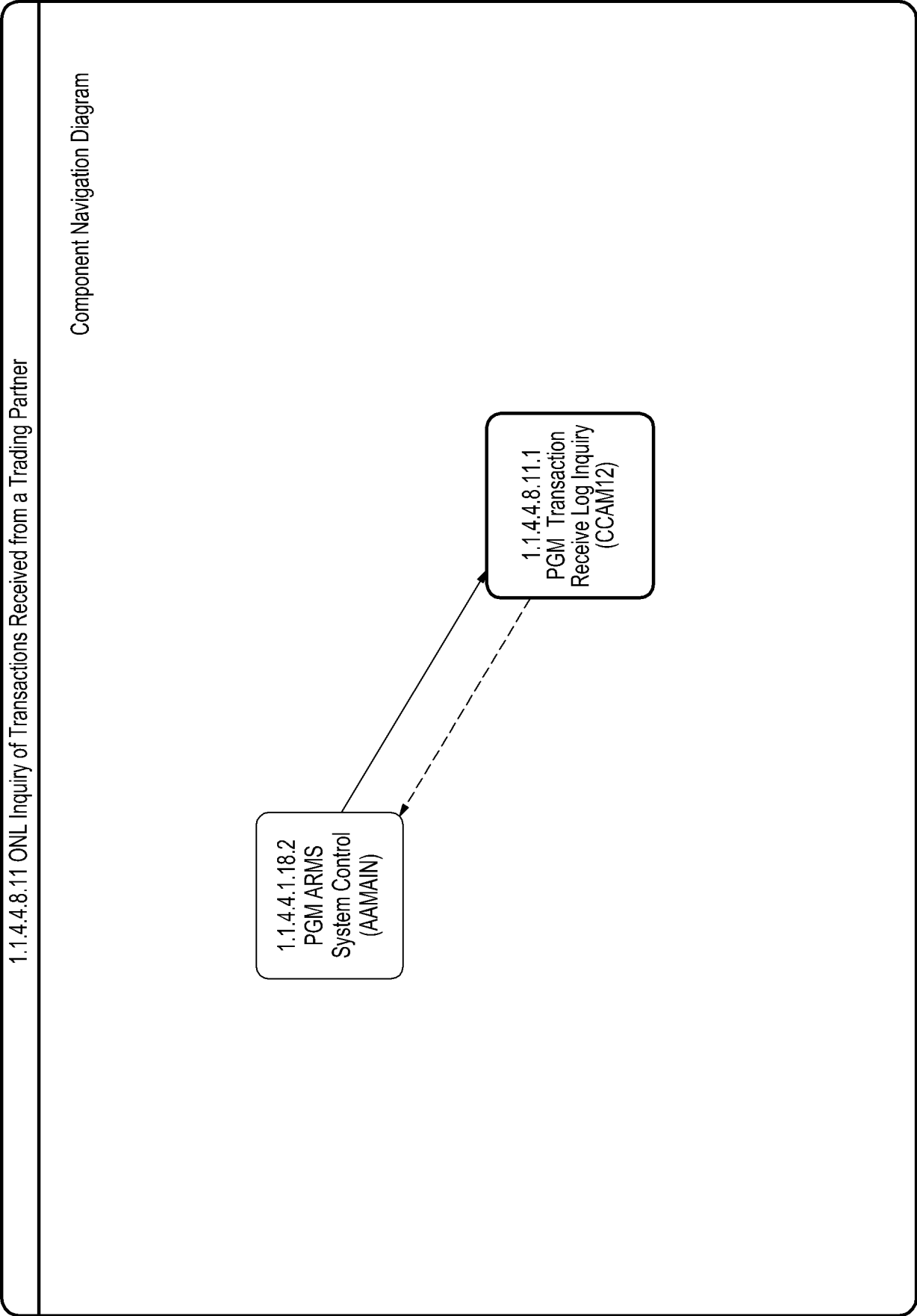


FIG. 76

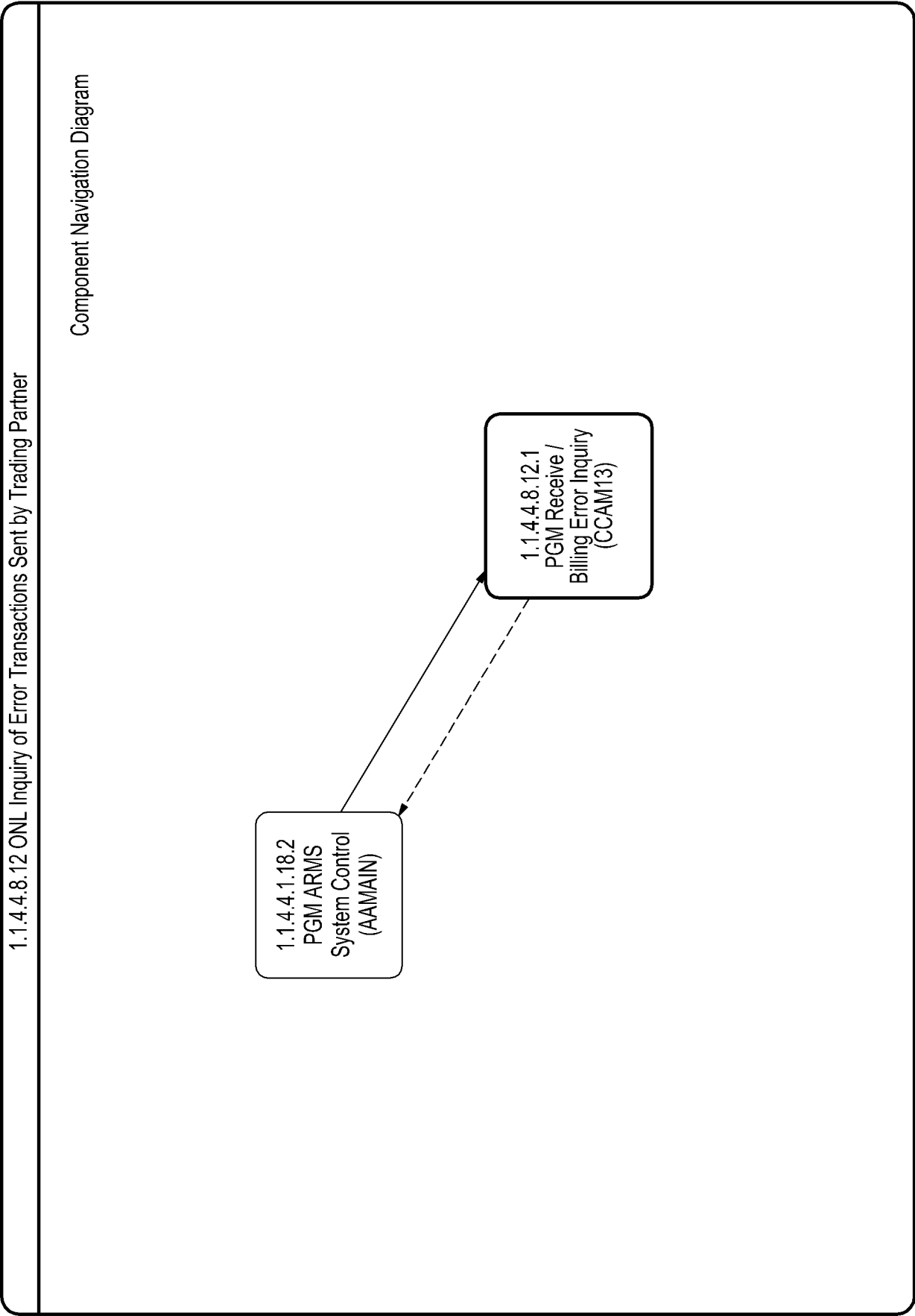


FIG. 77

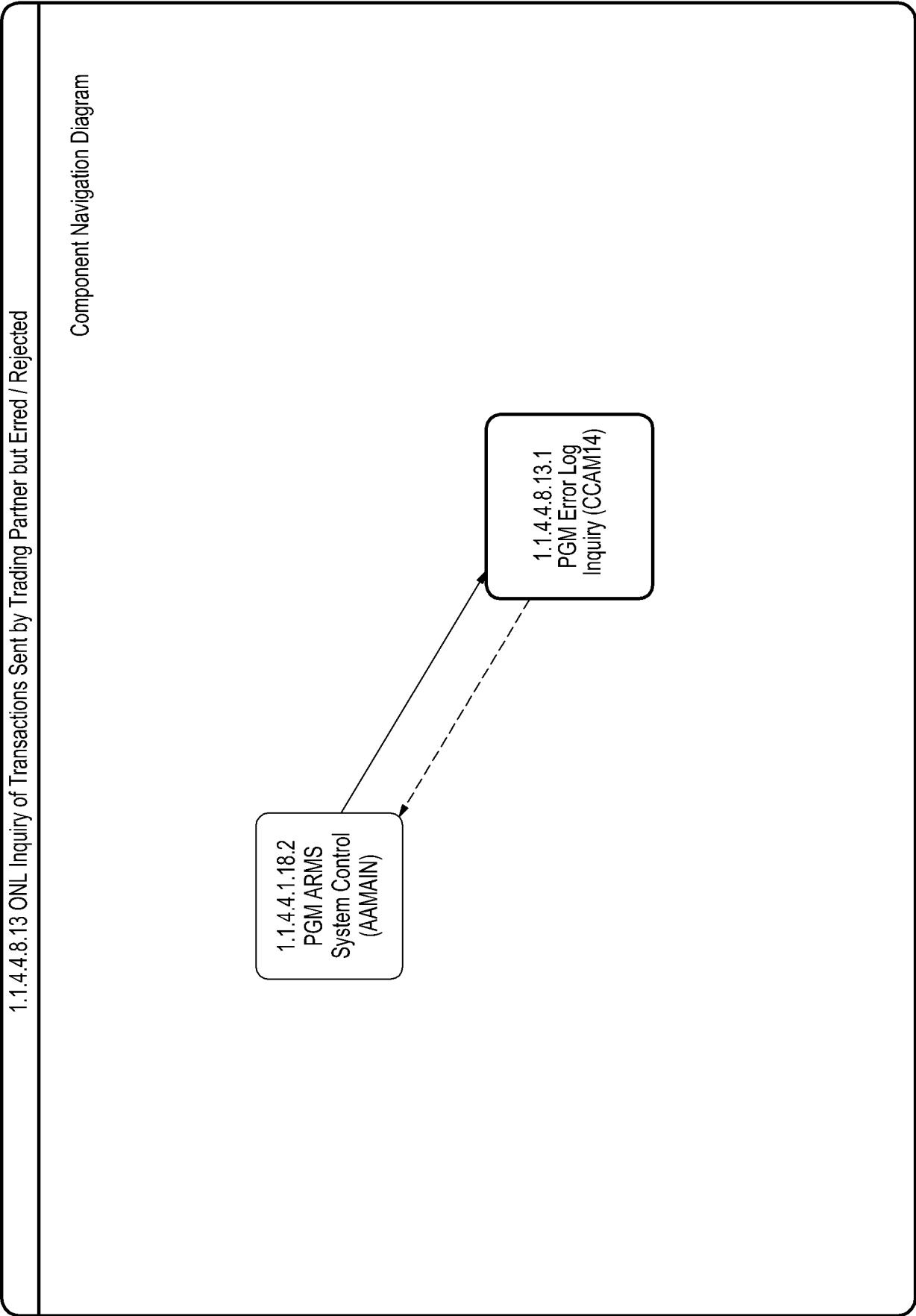


FIG. 78

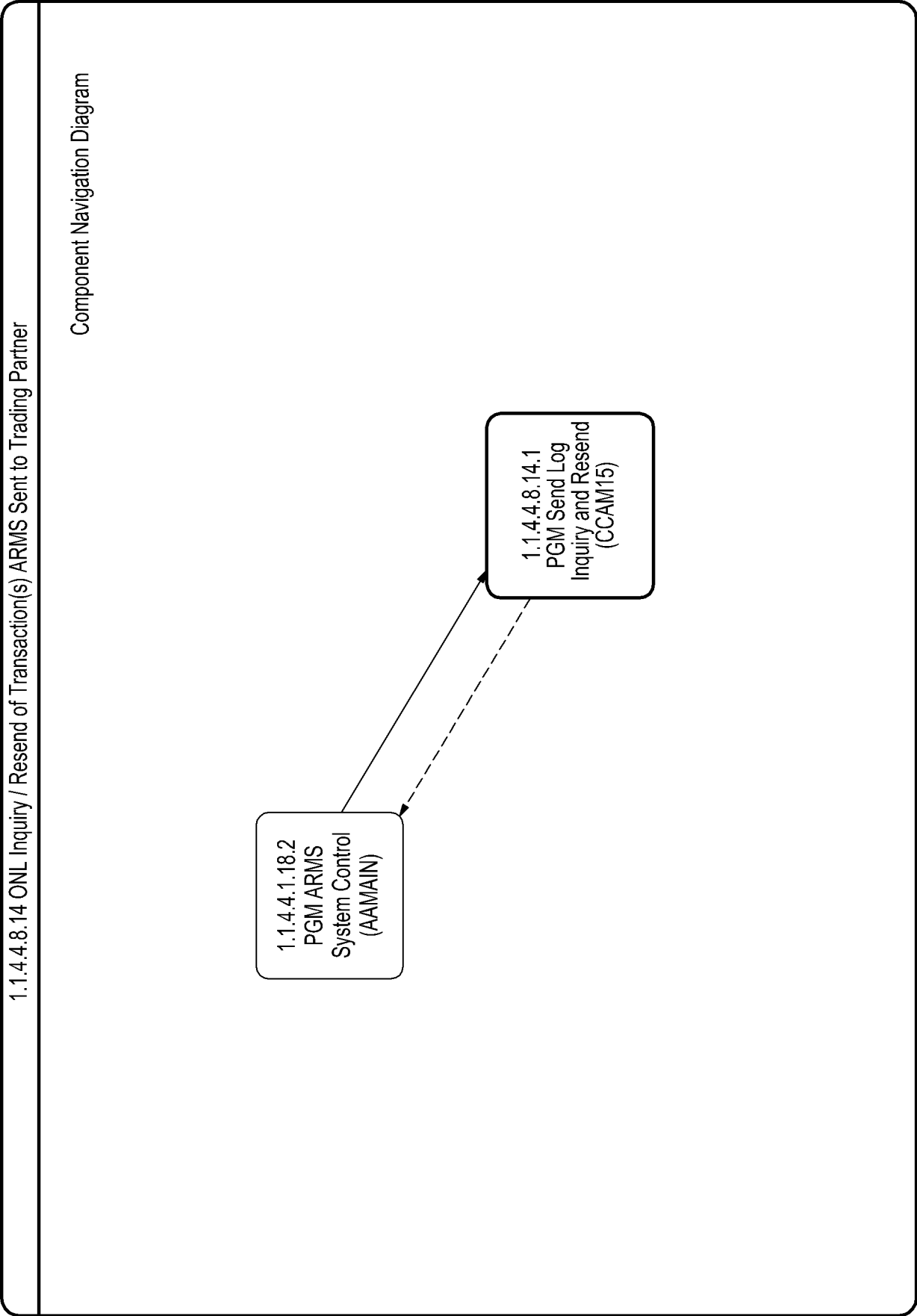


FIG. 79

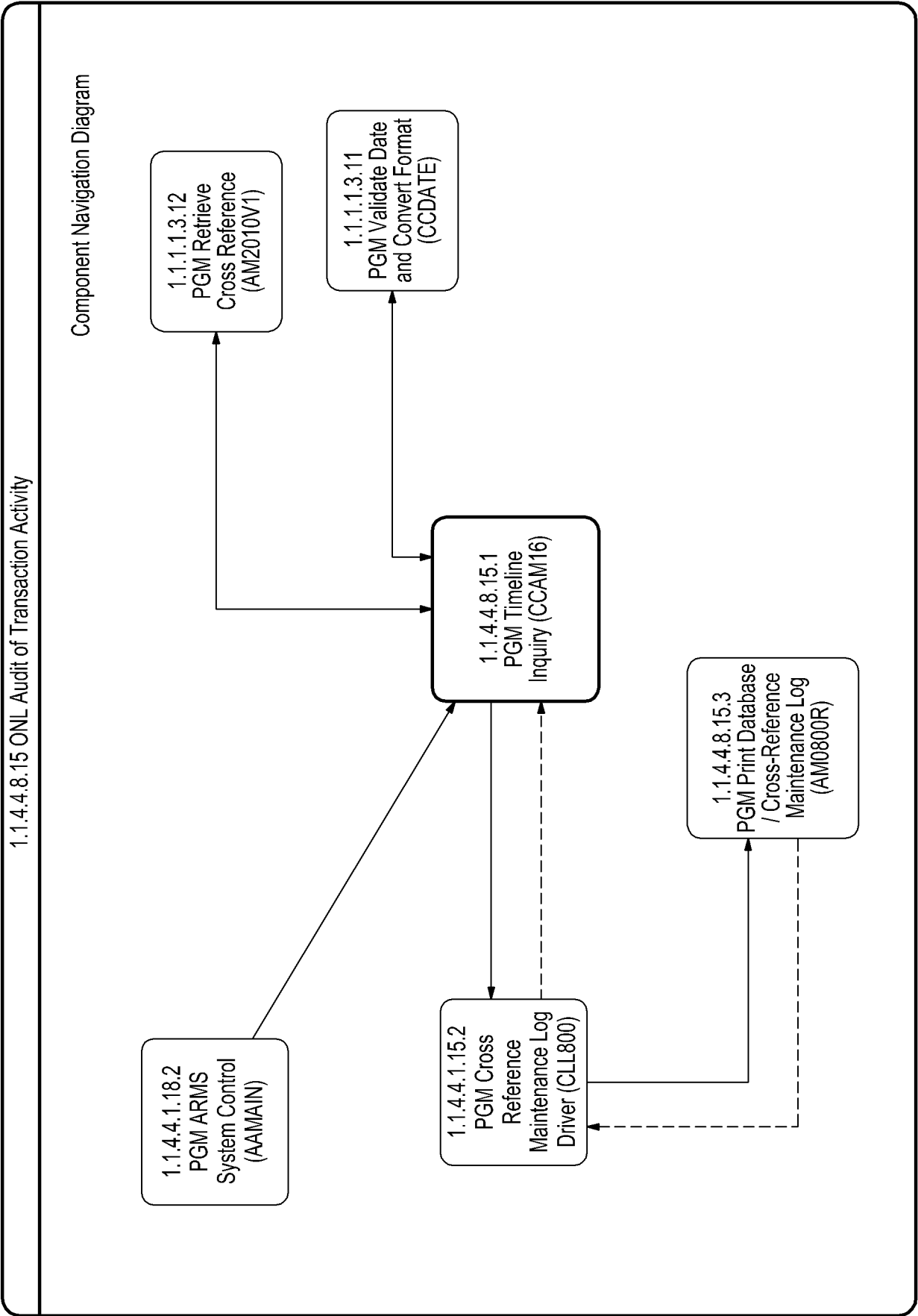


FIG. 80

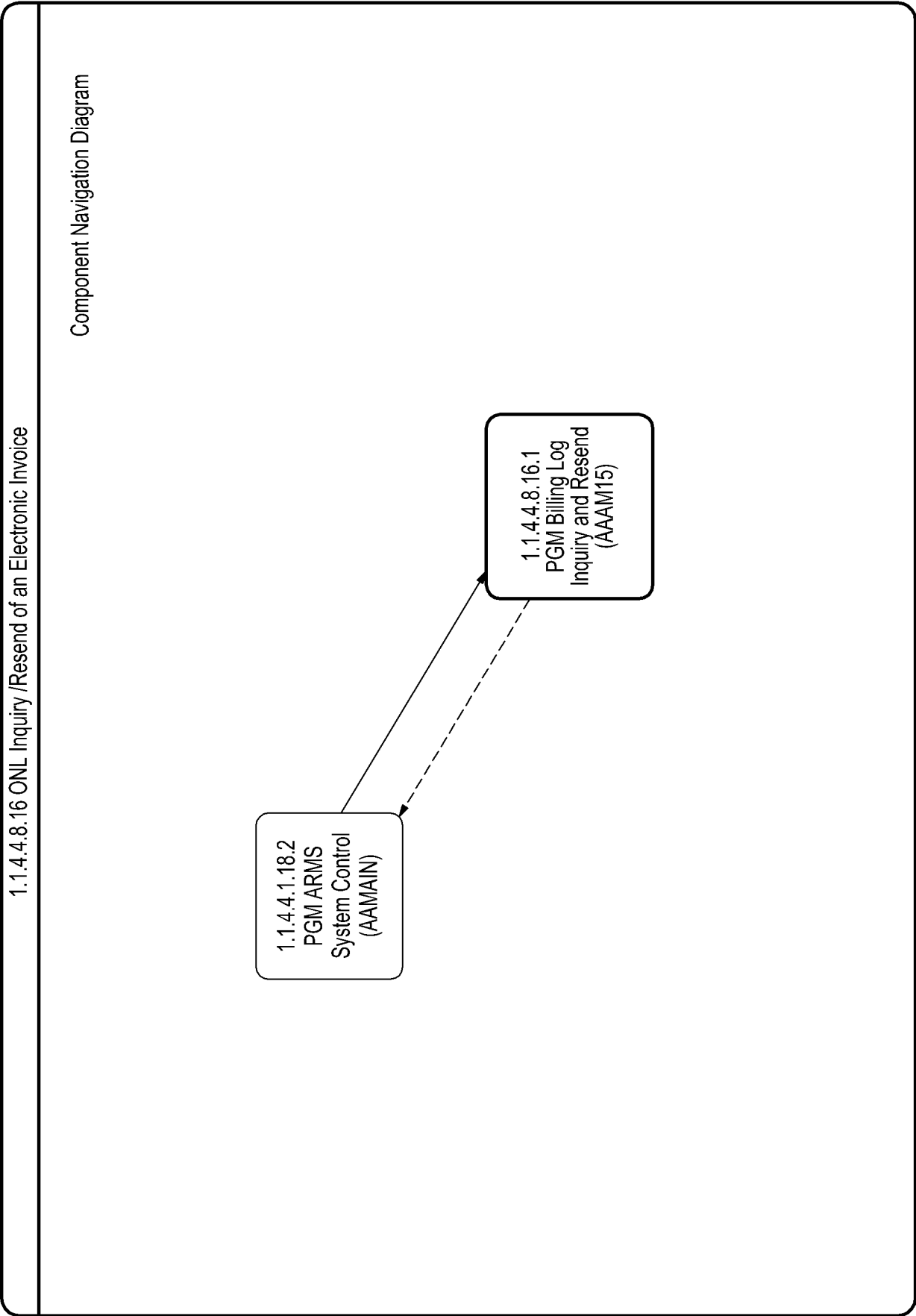


FIG. 81

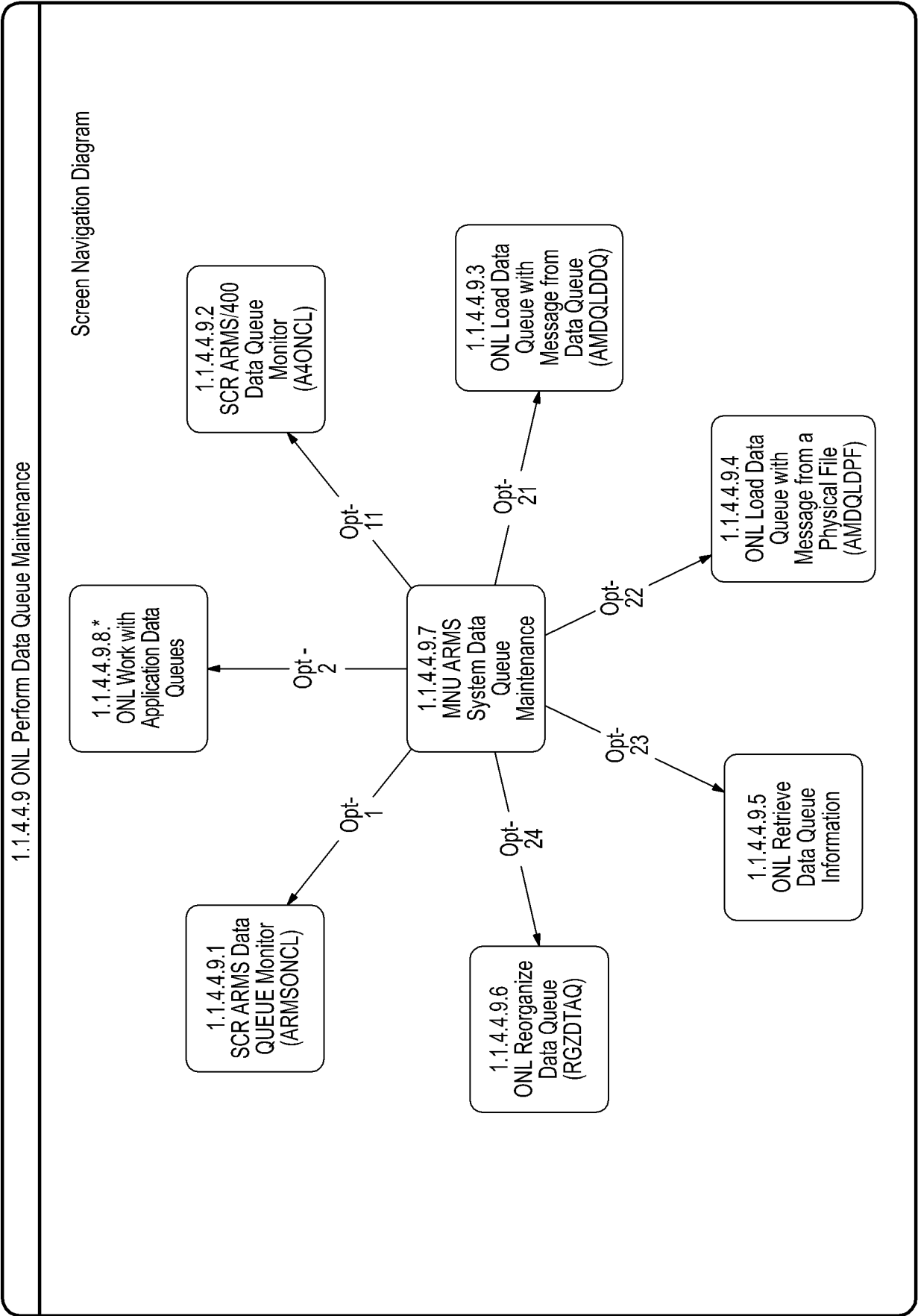


FIG. 82

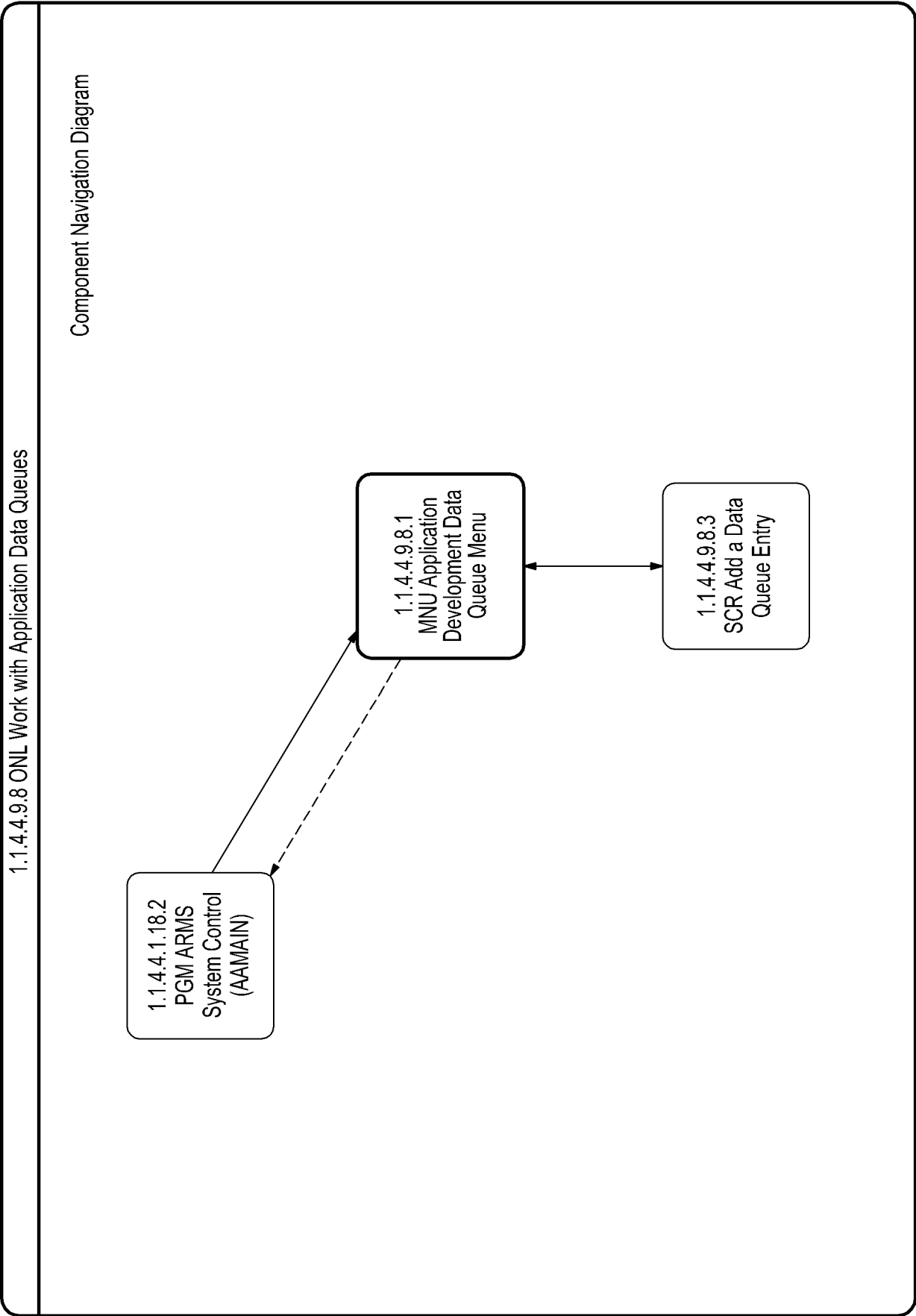


FIG. 83

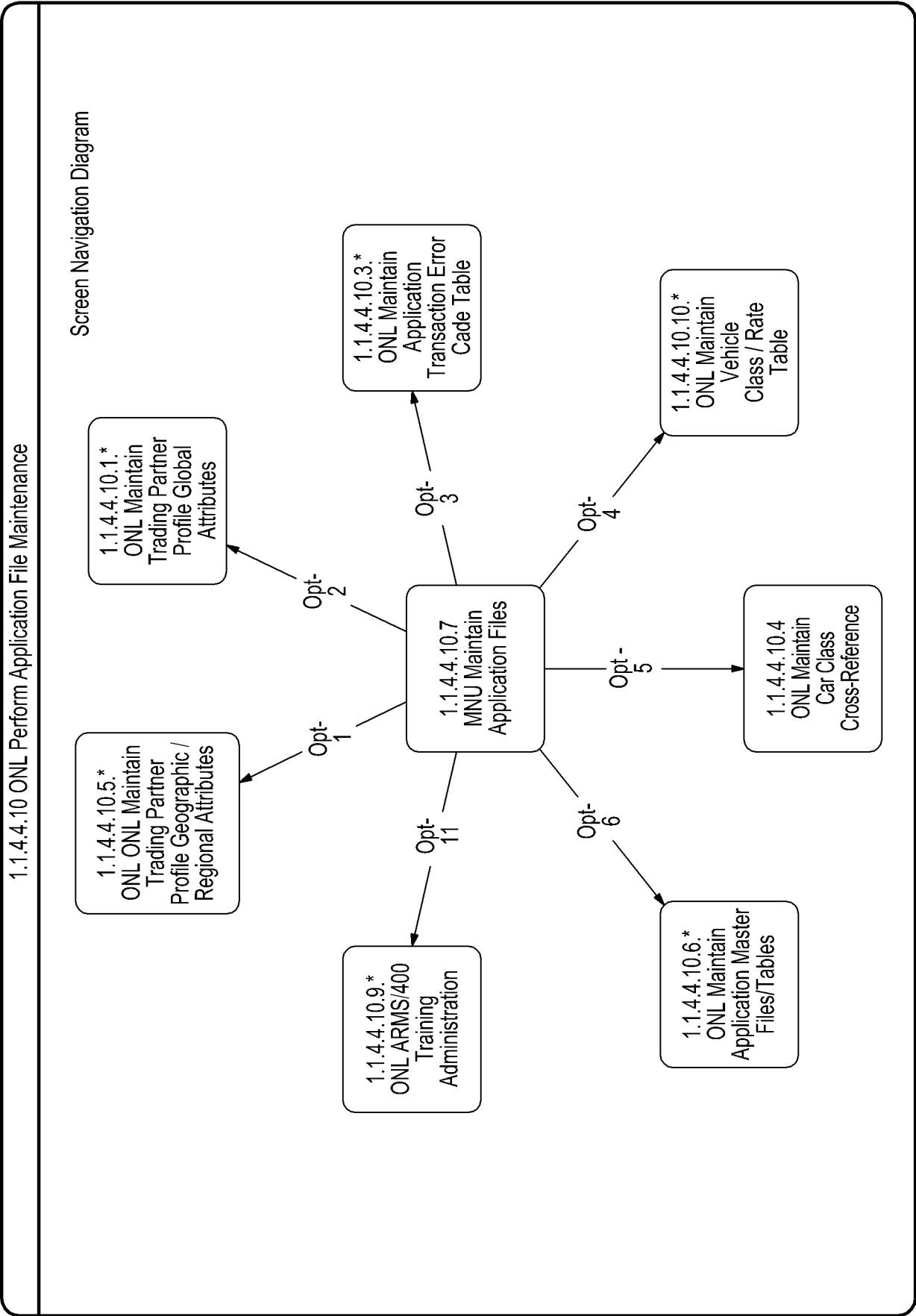


FIG. 84

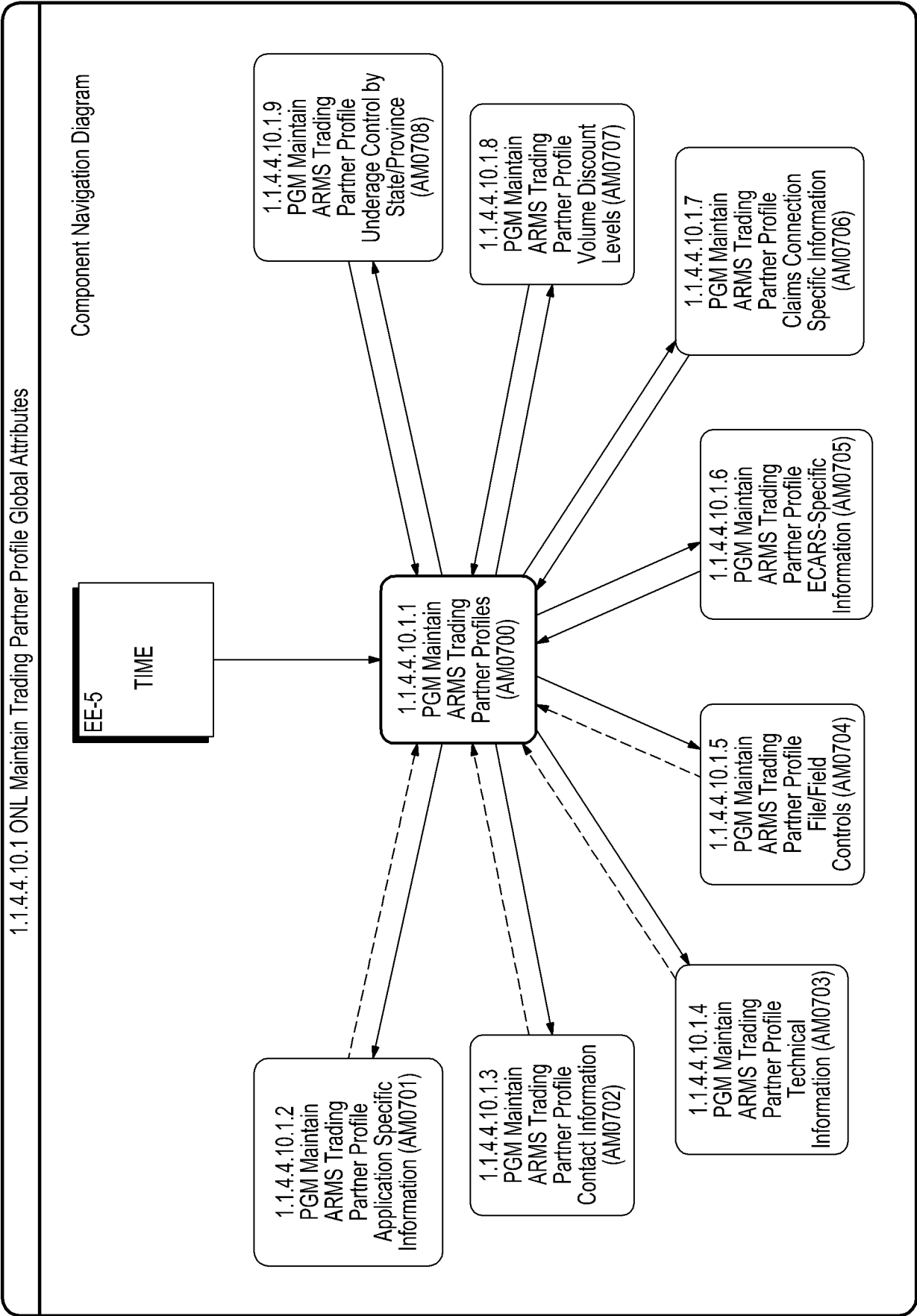


FIG. 85

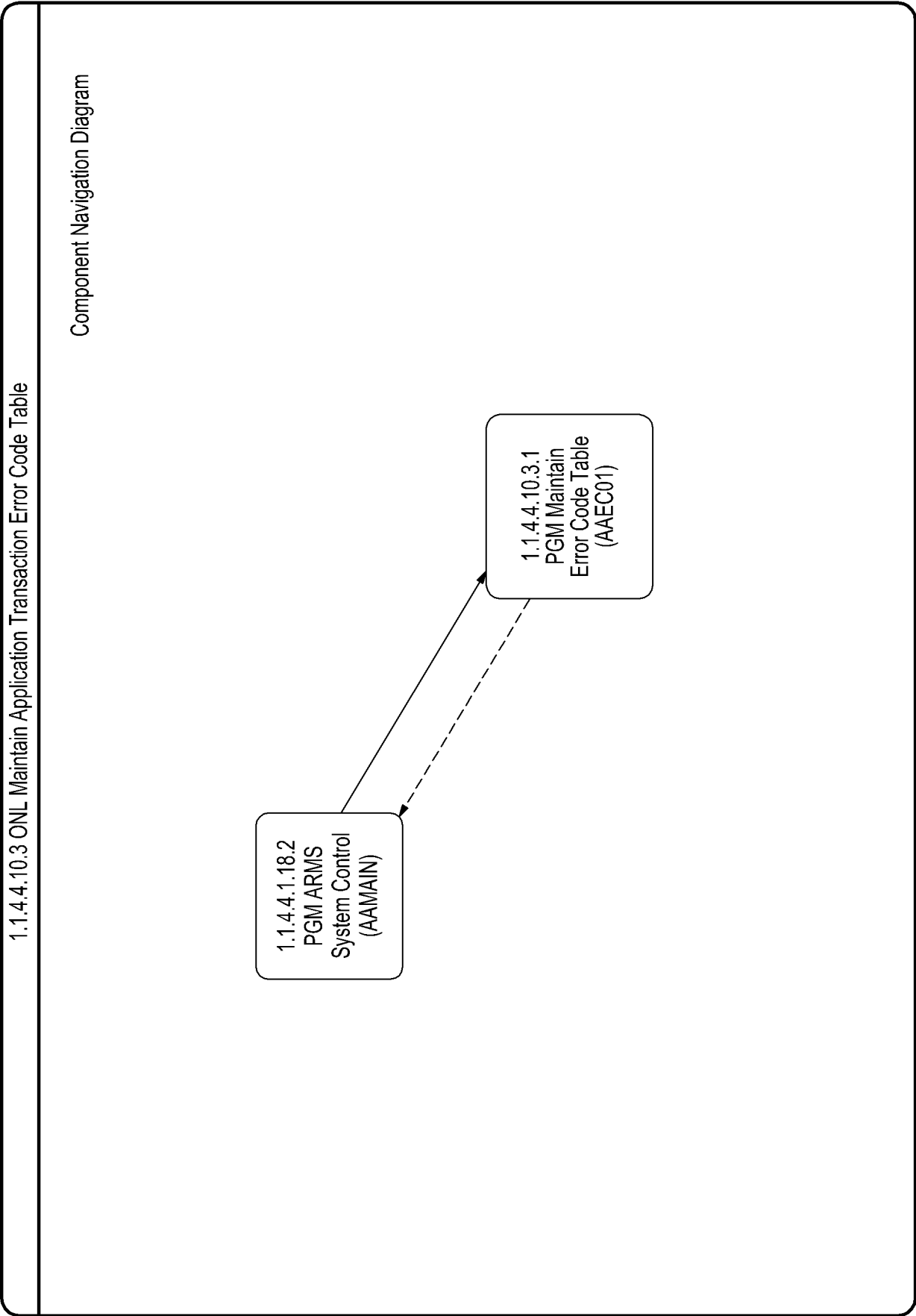


FIG. 86

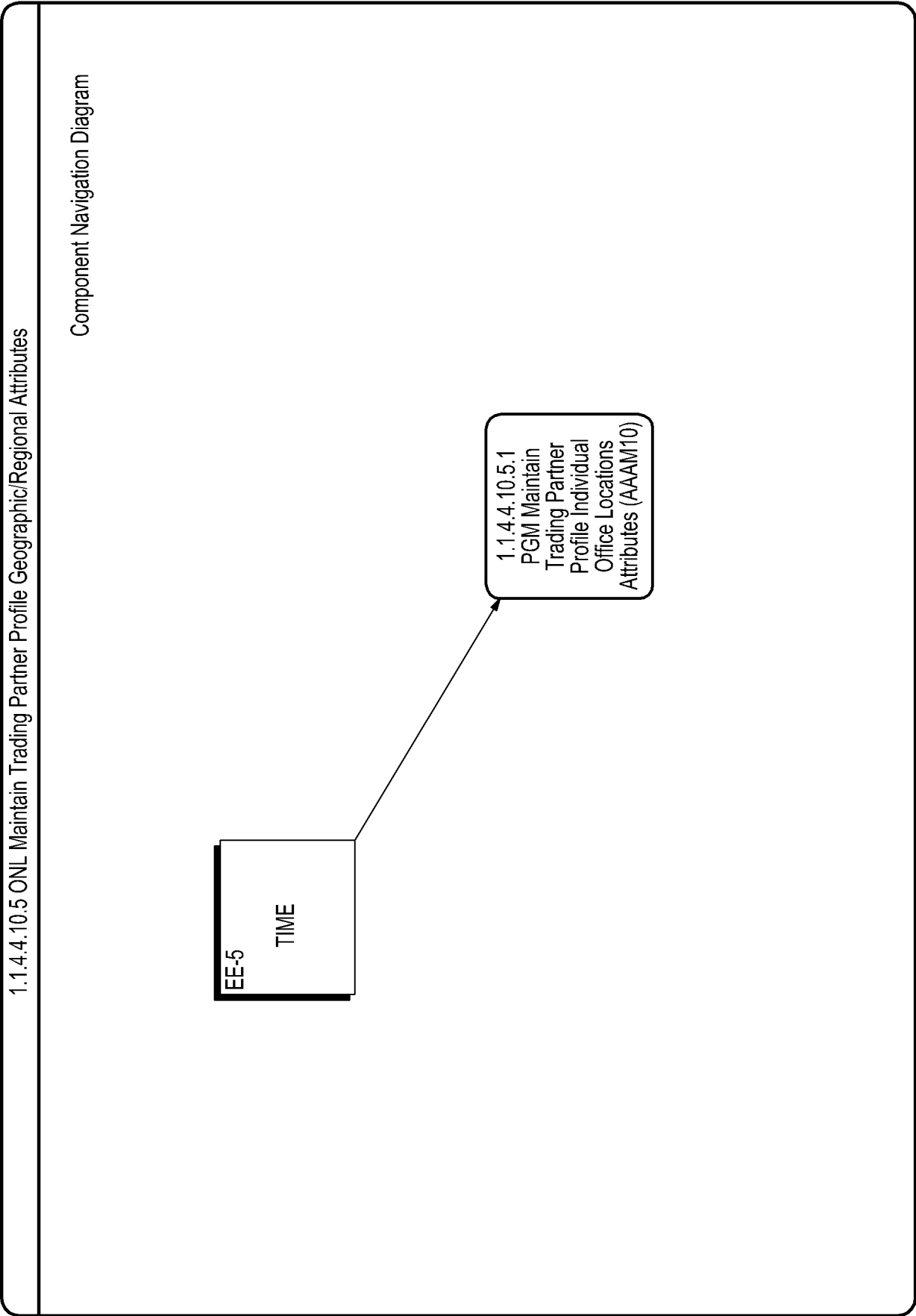


FIG. 87

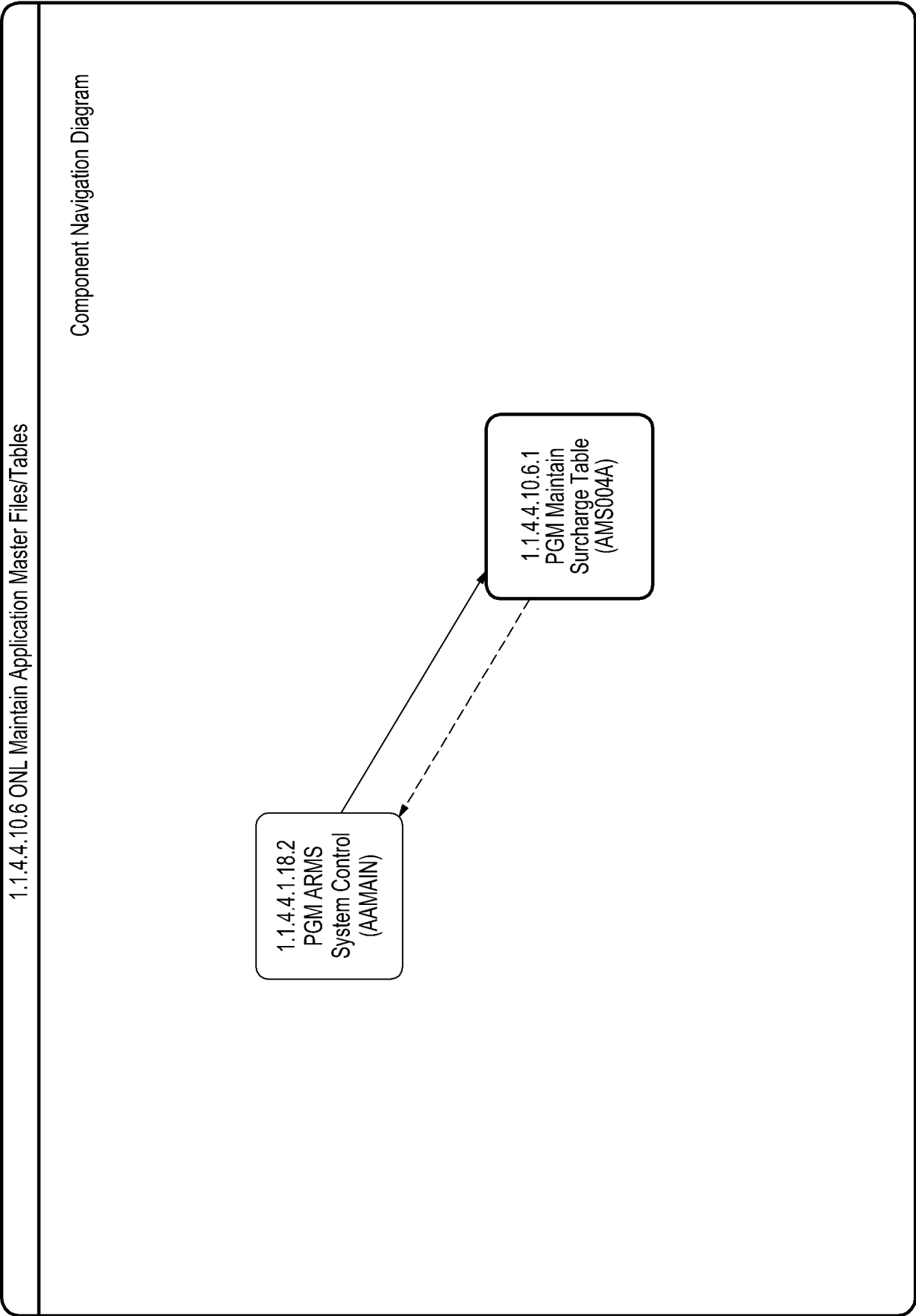


FIG. 88

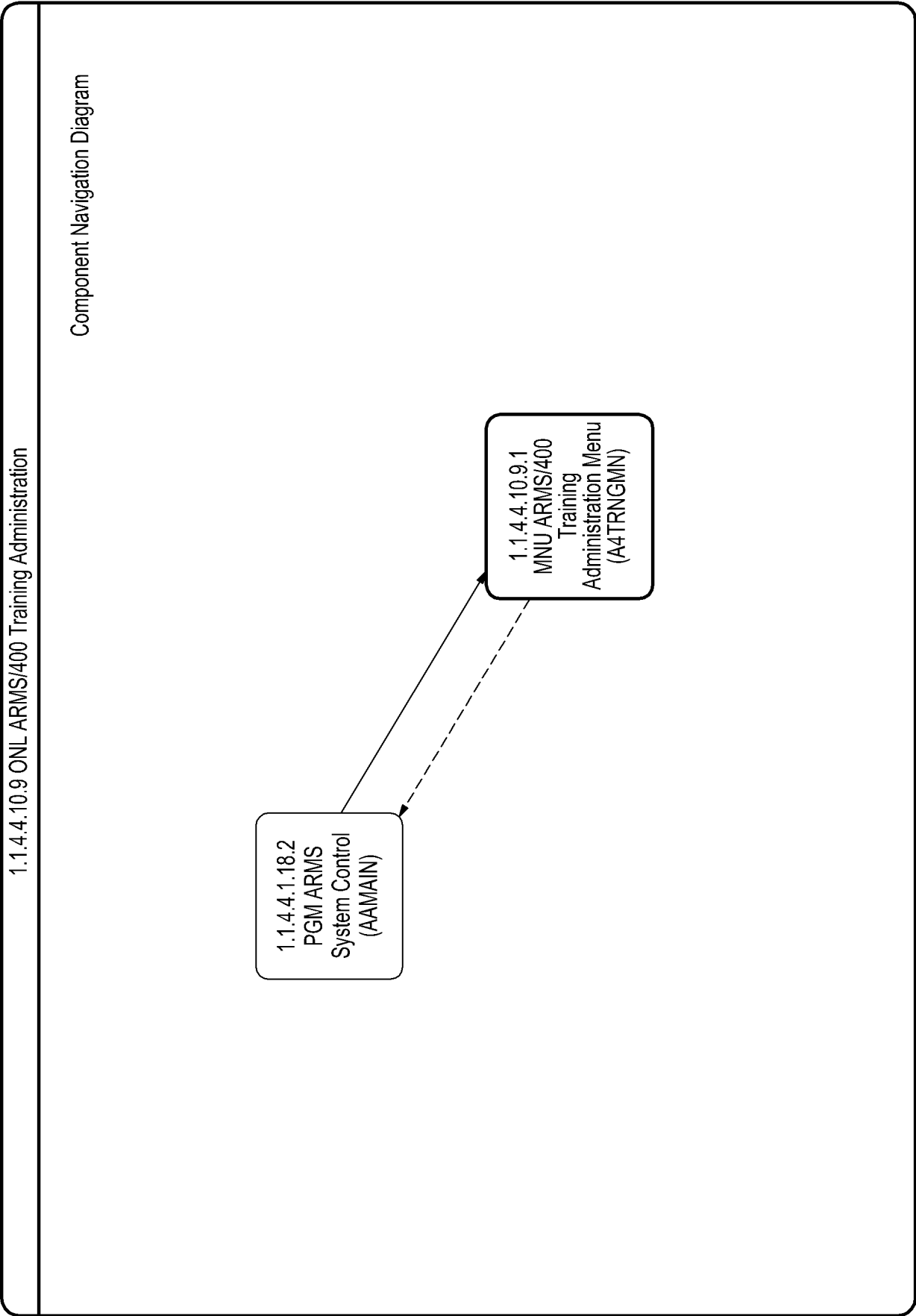


FIG. 89

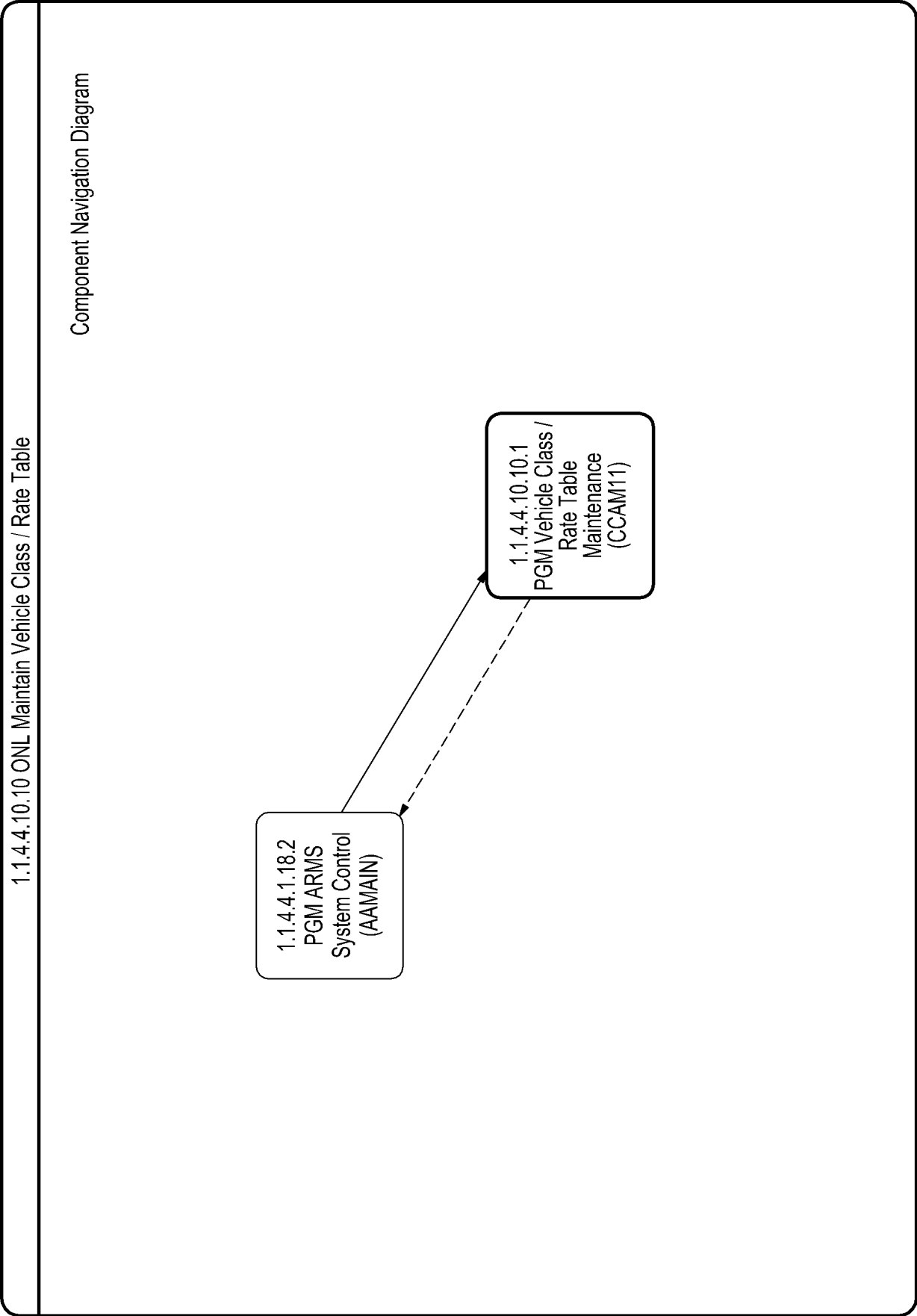


FIG. 90

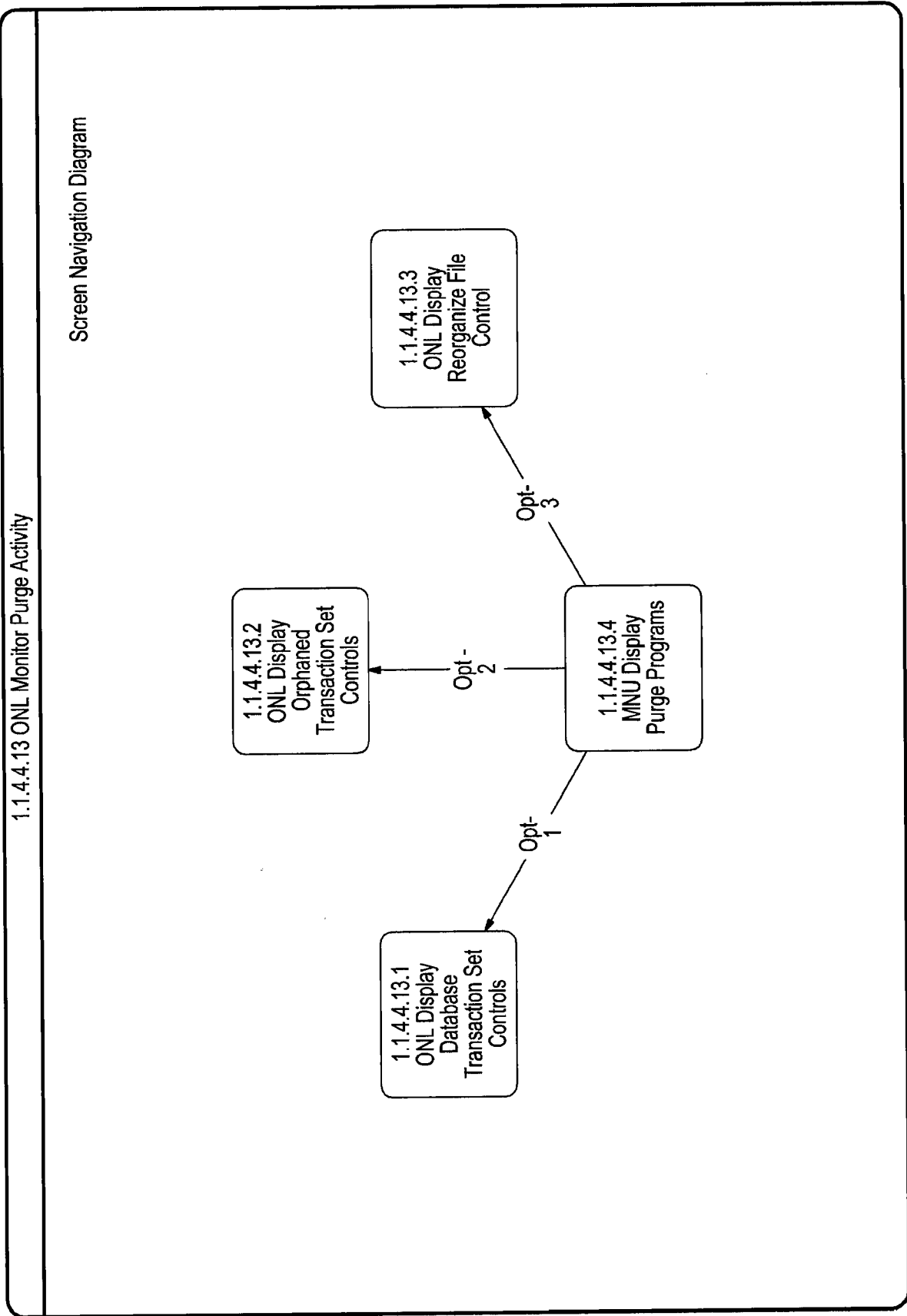


FIG. 91

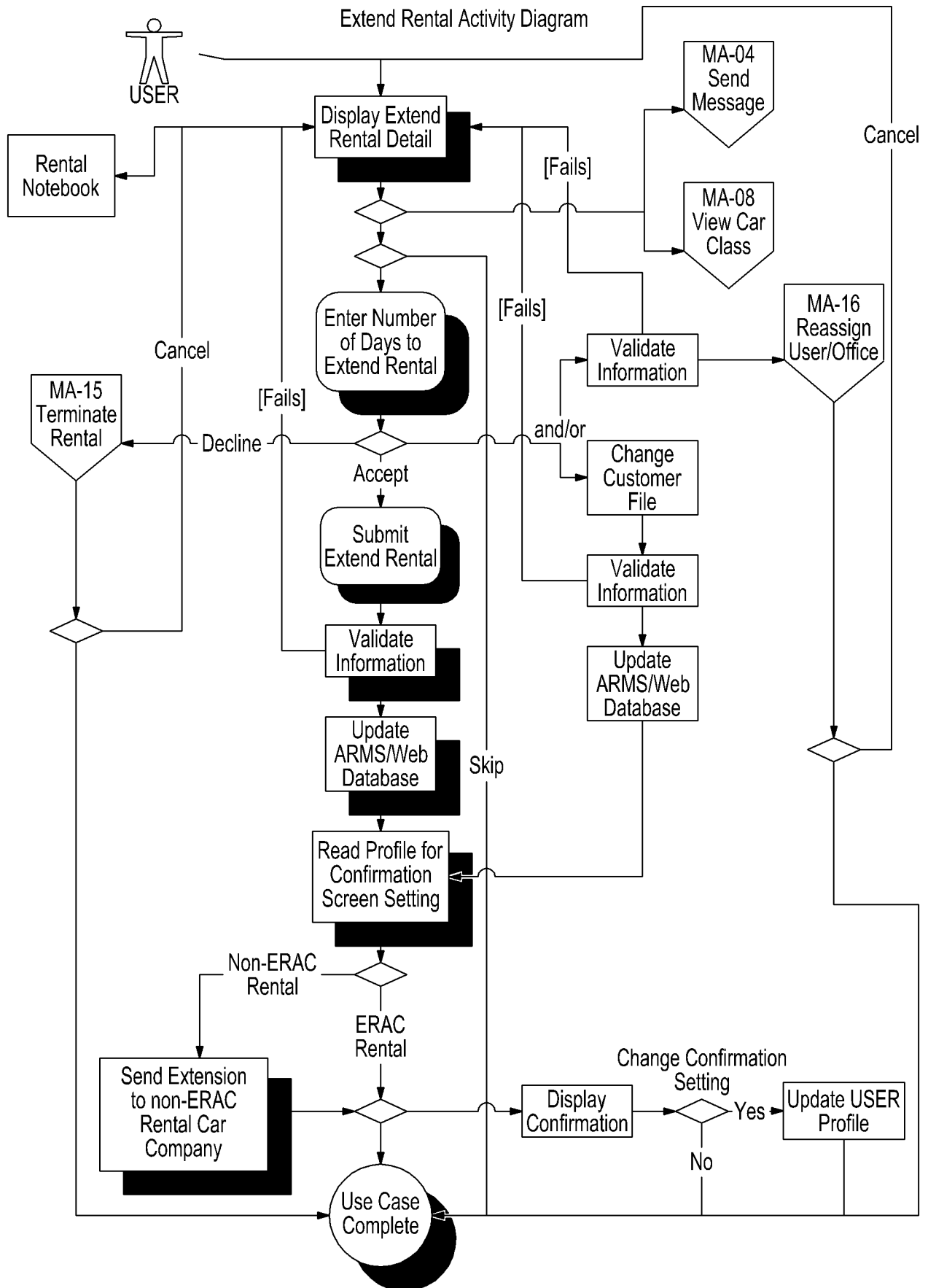
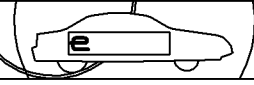


FIG. 92

 Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER action items completed actions reports my profile help	
Claims office: 001	Handling for: Self
TRANSFER FILE	
You just authorized 3 day at \$29.39/day for Hanks, Tom EXTEND RENTAL: for Bowie, David Claim no. 765849322-001 CUSTOMER FILE	
2 of 4 Action Items	
Extension requested for: <div style="display: flex; justify-content: space-between;"> <div> <input type="text" value="3"/> additional authorized days @ <input type="text" value="Compact/21.95"/> VIEW CARS Policy Limits <input type="text" value="20/500"/> </div> <div> Note to Enterprise: <input style="width: 150px; height: 30px;" type="text"/> Note to Self Only: <input style="width: 150px; height: 30px;" type="text"/> </div> </div>	
Rental Status* Last Authorized Date: 5/15/00 Rental Start Date: 4/13/00 Days Authorized to Date: 5 days Policy Limits: \$259.00 Charges to Date: \$239.00 Direct Bill %: 100%	
Messages: 5/01/00 Body Shop said waiting for fender from vendor 4/14/00 Body Shop on quote	
Go to Notebook	
LAST DAY PROCESS SKIP >>	

[Change or Add]

RENTER INFORMATION

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Direct Bill %: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Enterprise Rent-A-Car Location:

Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION

Claim Number: 32323232323232323
 Claim Type: Theft
 Insured Name: Lalumandier, Craig
 Owner's vehicle: GMC Suburban 1999
 Date of Loss: 03/28/2000
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600

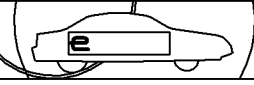
Repair Location:

Elco Chevrolet
 Chicago, IL 60621
 (773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

(Insurance User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001	Handling for: Yourself		TRANSFER FILE	
You just authorized 3 day at \$29.39/day for Hanks, Tom						
EXTEND RENTAL: for Bowie, David Claim no. 765849322-001						
CUSTOMER FILE 2 of 4 Action Items						
Extension requested for: <input type="checkbox"/> additional authorized days @ Compact/21.95 VIEW CARS Policy Limits 20/500				Note to Rental Company: <input type="text"/>		
Messages: 08/31/00 BSS 2 more days + Waiting on Parts: 08/30/00 Waiting on fender: 08/29/00 Extension requested through 08/30/00: 3 days extension requested: Go to Notebook				Note to Self: <input type="text"/>		
Current Rental Status* Rental Start Date: 5/15/00 Last Authorized Date: 04/13/00 Authorized to Date: 5 days Charges to Date: \$239.00 Direct Bill %: 100%				Rental Location: Enterprise Edgewater Branch 773-334-5400 Repair Facility: Elco Chevrolet (773)-334-9832 Owner Vehicle: 1999 GMC Suburban Vehicle Condition: Non-Driveable <input type="checkbox"/> Extend this rental?		
*Does not include taxes and surcharges				LAST DAY PROCESS SKIP >>		

[\[Change or Add\]](#)**RENTER INFORMATION:**

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Direct Bill %: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Rental Location:

Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 32323232323232323
 Claim Type: Theft
 Insured Name: Lalumandier, Craig
 Owner's vehicle: GMC Suburban 1999
 Date of Loss: 03/28/2000
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600

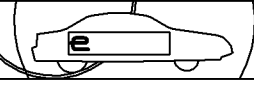
Repair Location:

Elco Chevrolet
 Chicago, IL 60621
 (773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

(Fleet User)

 Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items	completed actions
reports	my profile
help	
Claims office: 001 Handling for: Yourself TRANSFER FILE	
You just authorized 3 day at \$29.39/day for Hanks, Tom EXTEND RENTAL: for Bowie, David Claim no. 765849322-001 CUSTOMER FILE 2 of 4 Action Items	
Extension requested for: <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;"> <input type="checkbox"/> additional authorized days @ Compact/21.95 VIEW CARS Policy Limits 20/500 </div> <div style="width: 35%;"> Note to Rental Company: <div style="border: 1px solid black; height: 30px; margin-top: 5px;"></div> </div> </div>	
Messages: 08/31/00 BSS 2 more days + Waiting on Parts: 08/30/00 Waiting on fender: 08/29/00 Extension requested through 08/30/00: 3 days extension requested: Go to Notebook	
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> Current Rental Status* Rental Start Date: 5/15/00 Last Authorized Date: 04/13/00 Authorized to Date: 5 days Charges to Date: \$239.00 </div> <div style="width: 35%;"> Rental Location: Enterprise Edgewater Branch 773-334-5400 Repair Facility: Elco Chevrolet (773)-334-9832 Owner Vehicle: 1999 GMC Suburban </div> </div>	
<input type="checkbox"/> Extend this rental?	
*Does not include taxes and surcharges <div style="float: right; text-align: right;"> LAST DAY PROCESS SKIP >> </div>	

[\[Change or Add\]](#)**RENTER INFORMATION:**

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Rental Location:

Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 32323232323232323
 Claim Type: Theft
 Insured Name: Lalumandier, Craig
 Owner's vehicle: GMC Suburban 1999
 Date of Loss: 03/28/2000
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600

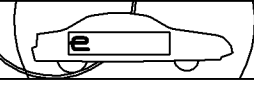
Repair Location:

Elco Chevrolet
 Chicago, IL 60621
 (773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

(Dealership User)

 Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items	completed actions
reports	my profile
help	
Claims office: 001 Handling for: Yourself TRANSFER FILE	
You just authorized 3 day at \$29.39/day for Hanks, Tom EXTEND RENTAL: for Bowie, David Claim no. 765849322-001 CUSTOMER FILE 2 of 4 Action Items	
Extension requested for: <input type="checkbox"/> additional authorized days @ Compact/21.95 VIEW CARS Policy Limits 20/500	Note to Rental Company: <div style="border: 1px solid black; height: 30px; width: 100%;"></div> Note to Self: <div style="border: 1px solid black; height: 30px; width: 100%;"></div> Rental Location: Enterprise Edgewater Branch 773-334-5400 Repair Facility: Elco Chevrolet (773)-334-9832 Owner Vehicle: 1999 GMC Suburban
Messages: 08/31/00 BSS 2 more days + Waiting on Parts: 08/30/00 Waiting on fender: 08/29/00 Extension requested through 08/30/00: 3 days extension requested: Go to Notebook	
Current Rental Status* Rental Start Date: 5/15/00 Last Authorized Date: 04/13/00 Authorized to Date: 5 days Charges to Date: \$239.00	
<input type="checkbox"/> Extend this rental?	
*Does not include taxes and surcharges	
LAST DAY PROCESS SKIP >>	

[\[Change or Add\]](#)**RENTER INFORMATION:**

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Rental Location:

Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 32323232323232323
 Claim Type: Theft
 Insured Name: Lalumandier, Craig
 Owner's vehicle: GMC Suburban 1999
 Date of Loss: 03/28/2000
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600

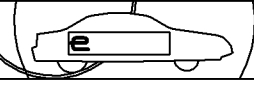
Repair Location:

Elco Chevrolet
 Chicago, IL 60621
 (773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

(Corporate User)

 Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items	completed actions
reports	my profile
help	
Claims office: 001 Handling for: Yourself TRANSFER FILE	
You just authorized 3 day at \$29.39/day for Hanks, Tom EXTEND RENTAL: for Bowie, David Claim no. 765849322-001 CUSTOMER FILE 2 of 4 Action Items	
Extension requested for: <input type="checkbox"/> additional authorized days @ Compact/21.95 VIEW CARS Policy Limits 20/500	Note to Rental Company: <div style="border: 1px solid black; height: 30px; width: 100%;"></div> Note to Self: <div style="border: 1px solid black; height: 30px; width: 100%;"></div> Rental Location: Enterprise Edgewater Branch 773-334-5400
Messages: 08/31/00 BSS 2 more days + Waiting on Parts: 08/30/00 Waiting on fender: 08/29/00 Extension requested through 08/30/00: 3 days extension requested: Go to Notebook	
Current Rental Status* Rental Start Date: 5/15/00 Last Authorized Date: 04/13/00 Authorized to Date: 5 days Charges to Date: \$239.00	
<input type="checkbox"/> Extend this rental?	
*Does not include taxes and surcharges	
LAST DAY PROCESS SKIP >>	

[\[Change or Add\]](#)**RENTER INFORMATION:**

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Rental Location:

Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION:

Corporate Class Number: 32323232323
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

New Sheet

Review List Action Items

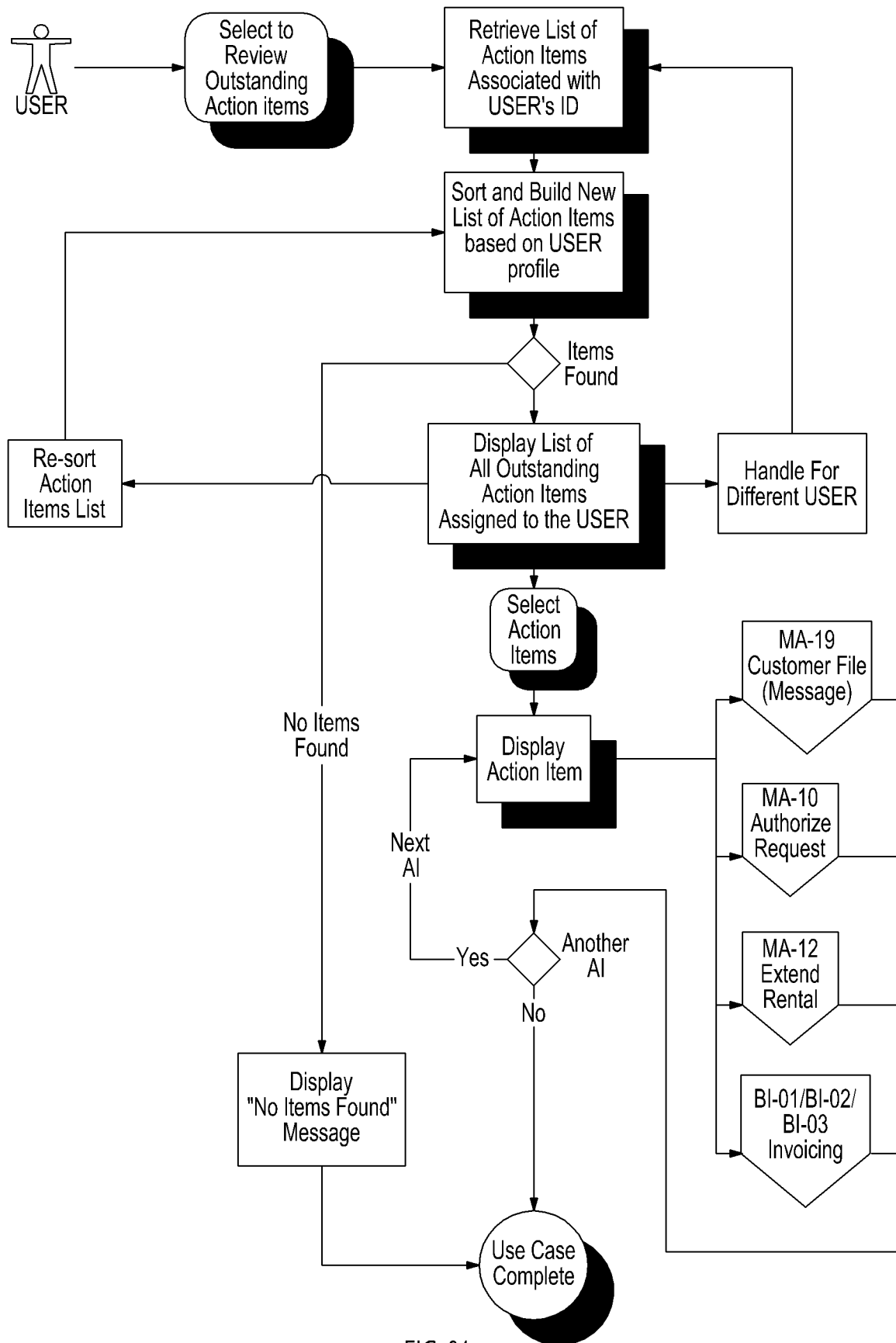



FIG. 94

(ARMS/Web 2.0)

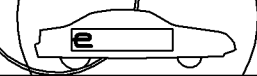
		Welcome to the Automated Rental Management System			
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile help
		Claims office: 001 <input type="text"/>		You are handling for: Yourself <input type="text"/>	
Action Items: Welcome back, Fitzgerald, Neil.					
<p>➔ Below please find the action items that require your attention.</p> <p>To sort the Action Items, click the column title of your chosen sorting method (ex: to sort by date, click "<u>DATE RECEIVED</u>")</p>					
<input type="checkbox"/>	<u>TYPE</u>	<u>DATE RECEIVED</u>	<u>RENTERS NAME</u>	<u>CLAIM NUMBER</u>	<u>ADJUSTER</u>
	Direct Bill Request	04-23-00	Hanks, Tom	234589871	Fitzgerald, Neil
	Extension	05-01-00	Bowie, David	234587871	Fitzgerald, Neil
	Invoice	05-01-00	Weber, Andrew	754589877	Fitzgerald, Neil
	Invoice	05-01-00	Crystal, Billy	235469871	Fitzgerald, Neil

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FIG. 95(a)

New Sheet

(Insurance User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001

Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

⊕ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	▼ TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
⏮	Direct Bill Request	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
<input type="checkbox"/>	Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

⏮ Over 24 hours old

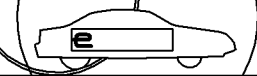
☐ New information has come in

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FIG. 95(b)

New Sheet

(Fleet User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001
Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

⊕ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	▼ TYPE	<u>DATE RECEIVED</u>	<u>RENTERS NAME</u>	<u>CLAIM NUMBER</u>	<u>RENTAL COMPANY</u>	<u>ADJUSTER</u>
⏴	Direct Bill Request	04-23-00	<u>Hanks, Tom</u>	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
<input type="checkbox"/>	Extension	05-01-00	<u>Bowie, David</u>	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	<u>Simpson, Homer</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	<u>Weber, Andrew</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	<u>Crystal, Billy</u>	235469071	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	<u>(5) Invoices</u>		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	<u>(7) Action Items</u>		Enterprise Rent-A-Car	Unassigned

⏴ Over 24 hours old

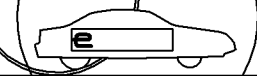
☐ New information has come in

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FIG. 95(c)

New Sheet

(Dealership User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001
Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

⊕ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	▼ TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
⏮	Direct Bill Request	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
<input type="checkbox"/>	Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

⏮ Over 24 hours old


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FIG. 95(d)

New Sheet

(Corporate User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001
Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

⬇ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	▼ TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
⏮	Direct Bill Request	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
<input type="checkbox"/>	Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

⏮ Over 24 hours old

☐ New information has come in

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FIG. 95(e)

New Sheet

Assign An Action Item Diagram

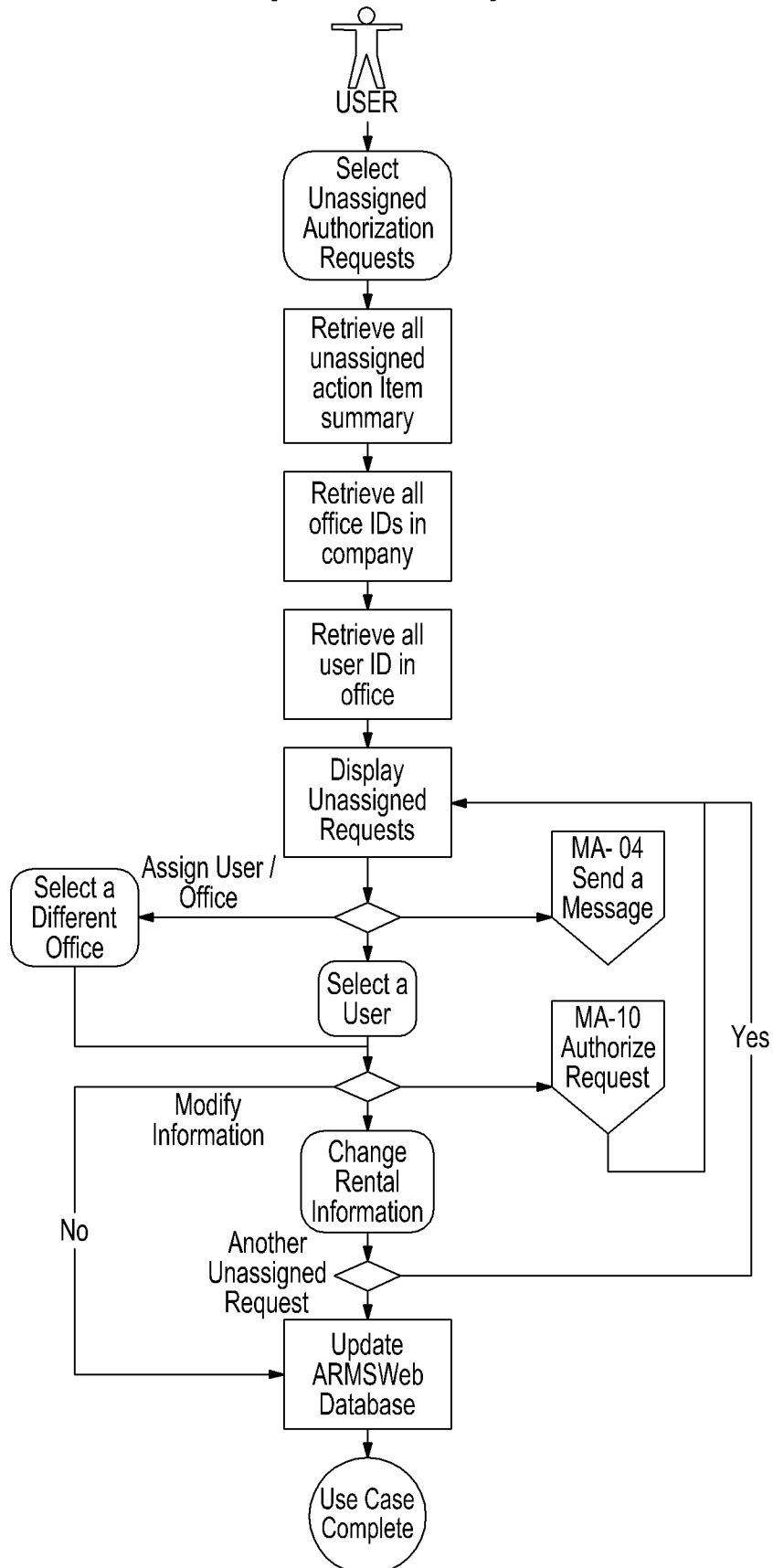




FIG. 96

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: <input type="text" value="001"/>	Handling for: <input type="text" value="Yourself"/>			
You just approved an invoice for Crystal, Billy Total Amount \$536.13						
Action Items: UNASSIGNED						
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST				
		Claim Number: <input type="text" value="754589877"/>	① Assign to Office <input type="text" value="001"/>			
		Vehicle Condition: <input type="text" value="Select a Loss Type"/>	② Assign Adjuster <input type="text" value="Unassigned"/>			
		Claim Type: <input type="text" value="Select a Claim Type"/>	-or-			
		Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>	③ Cancel this item			
		Note to Enterprise: <input type="text"/>				
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST				
		Claim Number: <input type="text" value="754589877"/>	① Assign to Office <input type="text" value="001"/>			
		Vehicle Condition: <input type="text" value="Select a Loss Type"/>	② Assign Adjuster <input type="text" value="Unassigned"/>			
		Claim Type: <input type="text" value="Select a Claim Type"/>	-or-			
		Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>	③ Cancel this item			
		Note to Enterprise: <input type="text"/>				


(Insurance User)

 Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items	completed actions
reports	my profile
help	
Claims office: 001 Handling for: Yourself	
You just approved an invoice for Crystal, Billy <u>Total Amount \$536.13</u>	
Action Items: UNASSIGNED	
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	DIRECT BILL REQUEST Claim Number: <input type="text" value="754589877"/> Vehicle Condition: <input type="text" value="Select a Loss Type"/> Claim Type: <input type="text" value="Select a Claim Type"/> Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text" value=""/> Note to Rental Company: <input type="text"/>
	① Assign to Office <input type="text" value="001"/> ② Assign Adjuster <input type="text" value="Unassigned"/> -or- ③ <u>Cancel</u> this item
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	DIRECT BILL REQUEST Claim Number: <input type="text" value="754589877"/> Vehicle Condition: <input type="text" value="Select a Loss Type"/> Claim Type: <input type="text" value="Select a Claim Type"/> Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text" value=""/> Note to Rental Company: <input type="text"/>
	① Assign to Office <input type="text" value="001"/> ② Assign Adjuster <input type="text" value="Unassigned"/> -or- ③ <u>Cancel</u> this item
<input type="button" value="PREVIOUS"/>	<input type="button" value="PROCESS"/>

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FIG. 97(b)


(Insurance Fleet)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001		Handling for: Yourself		
You just approved an invoice for Crystal, Billy Total Amount \$536.13						
Action Items: UNASSIGNED						
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST		① Assign to Office <input type="text" value="001"/>		
Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400		Claim Number: <input type="text" value="754589877"/> Protection Coverage: <input type="text"/>		② Assign Administrator <input type="text" value="Unassigned"/> -or- ③ Cancel this item		
		Claim Type: <input type="text" value="Select a Claim Type"/>				
		Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>				
		Note to Rental Company: <input type="text"/>				
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST		① Assign to Office <input type="text" value="001"/>		
Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400		Claim Number: <input type="text" value="754589877"/> Protection Coverage: <input type="text"/>		② Assign Administrator <input type="text" value="Unassigned"/> -or- ③ Cancel this item		
		Claim Type: <input type="text" value="Select a Claim Type"/>				
		Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>				
		Note to Rental Company: <input type="text"/>				

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FIG. 97(c)


(Dealership User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001		Handling for: Yourself		
You just approved an invoice for Crystal, Billy Total Amount \$536.13						
Action Items: UNASSIGNED						
<hr/>						
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST		① Assign to Office <input type="text" value="001"/>		
Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400		Purchase Order No: <input type="text" value="754589877"/>		② Assign Administrator <input type="text" value="Unassigned"/>		
		Bill Type: <input type="text"/>		-or- ③ Cancel this item		
		Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>				
		Note to Rental Company: <input type="text"/>				
<hr/>						
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST		① Assign to Office <input type="text" value="001"/>		
Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400		Purchase Order No: <input type="text" value="754589877"/>		② Assign Administrator <input type="text" value="Unassigned"/>		
		Bill Type: <input type="text"/>		-or- ③ Cancel this item		
		Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>				
		Note to Rental Company: <input type="text"/>				

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FIG. 97(d)

(Corporate User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001		Handling for: Yourself		
You just approved an invoice for Crystal, Billy Total Amount \$536.13						
Action Items: UNASSIGNED						
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST Corporate Class No: 754589877 Note to Rental Company:		① Assign to Office 001 ② Assign Administrator -or- Unassigned ③ Cancel this item		
Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400						
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST Corporate Class No: 754589877 Note to Rental Company:		① Assign to Office 001 ② Assign Administrator -or- Unassigned ③ Cancel this item		
Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400						

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FIG. 97(e)

View Car Class Activity Diagram

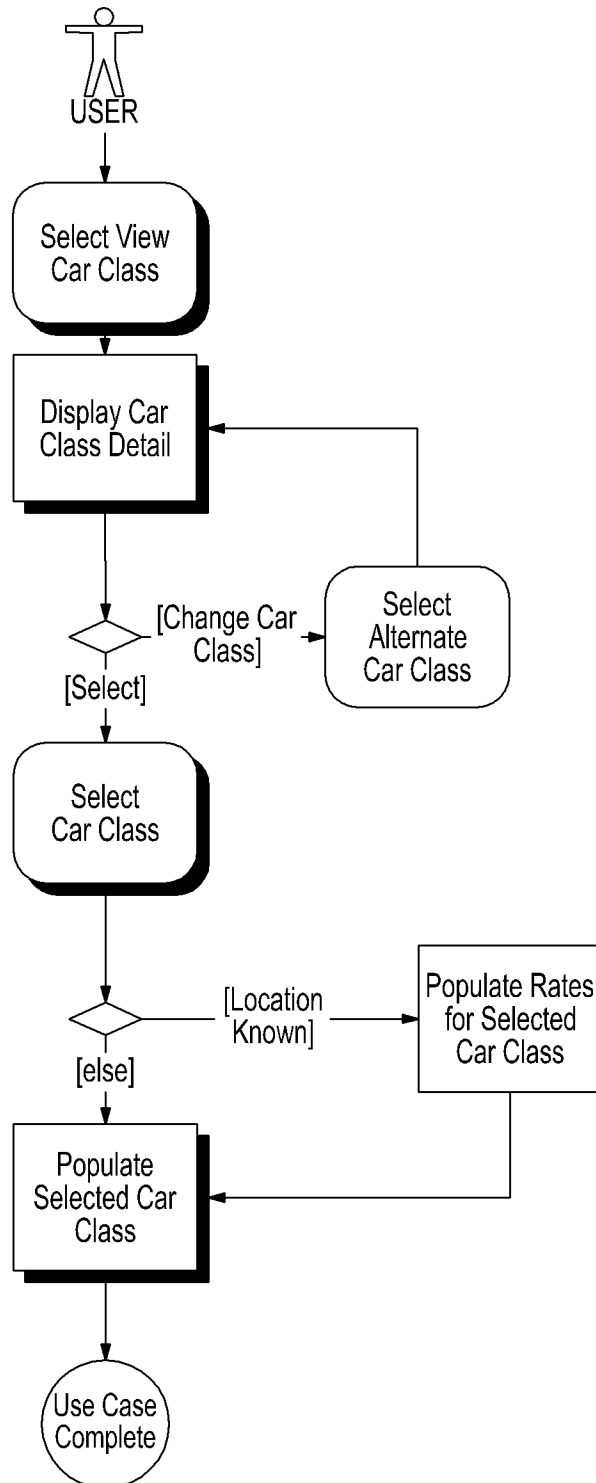


FIG. 98

(ARMS/Web 2.0)

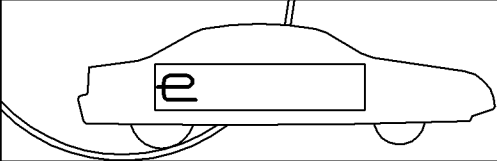


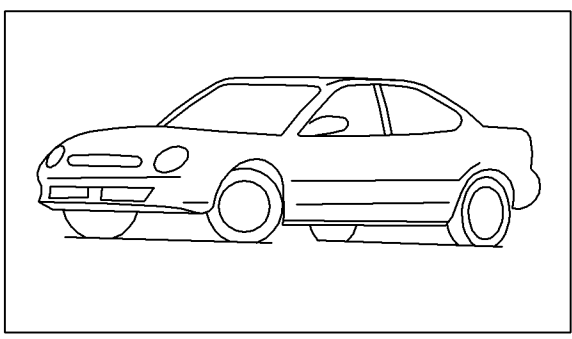
	<h2>View Car Classes</h2>
<div data-bbox="324 745 649 798"><h3>Compact Class</h3></div> <div data-bbox="259 903 698 1050"><p>Dodge Neon or similar</p><p>Power Steering and Brakes. Air Conditioning. AM/FM Stereo.</p></div> <div data-bbox="276 1071 568 1176"><p> = 4  = 2</p></div> <div data-bbox="747 819 1315 1155"></div> <div data-bbox="227 1239 1136 1344"><p><u>Economy</u> <u>Compact</u> <u>Intermediate</u> <u>Standard</u> <u>Full Size</u> <u>Premium</u></p><p>△</p></div> <div data-bbox="227 1386 1461 1470"><div data-bbox="227 1386 422 1449"><< PREVIOUS</div><div data-bbox="1266 1386 1461 1449">CONTINUE >></div></div>	

FIG. 99(a)

(ARMS/Web 3.0)

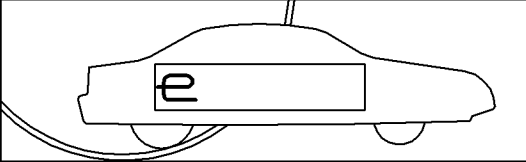


	<h2>View Car Classes</h2>
<div><h3>Compact Class</h3><p>Dodge Neon or similar</p><p>Power Steering and Brakes. Air Conditioning. AM/FM Stereo.</p><p> = 4  = 2</p><p><u>Economy</u> <u>Compact</u> <u>Intermediate</u> <u>Standard</u> <u>Full Size</u> <u>Premium</u></p><p style="text-align: center;">△</p><div><< PREVIOUSCONTINUE >></div></div>	

FIG. 99(b)

Authorize A Request Activity Diagram

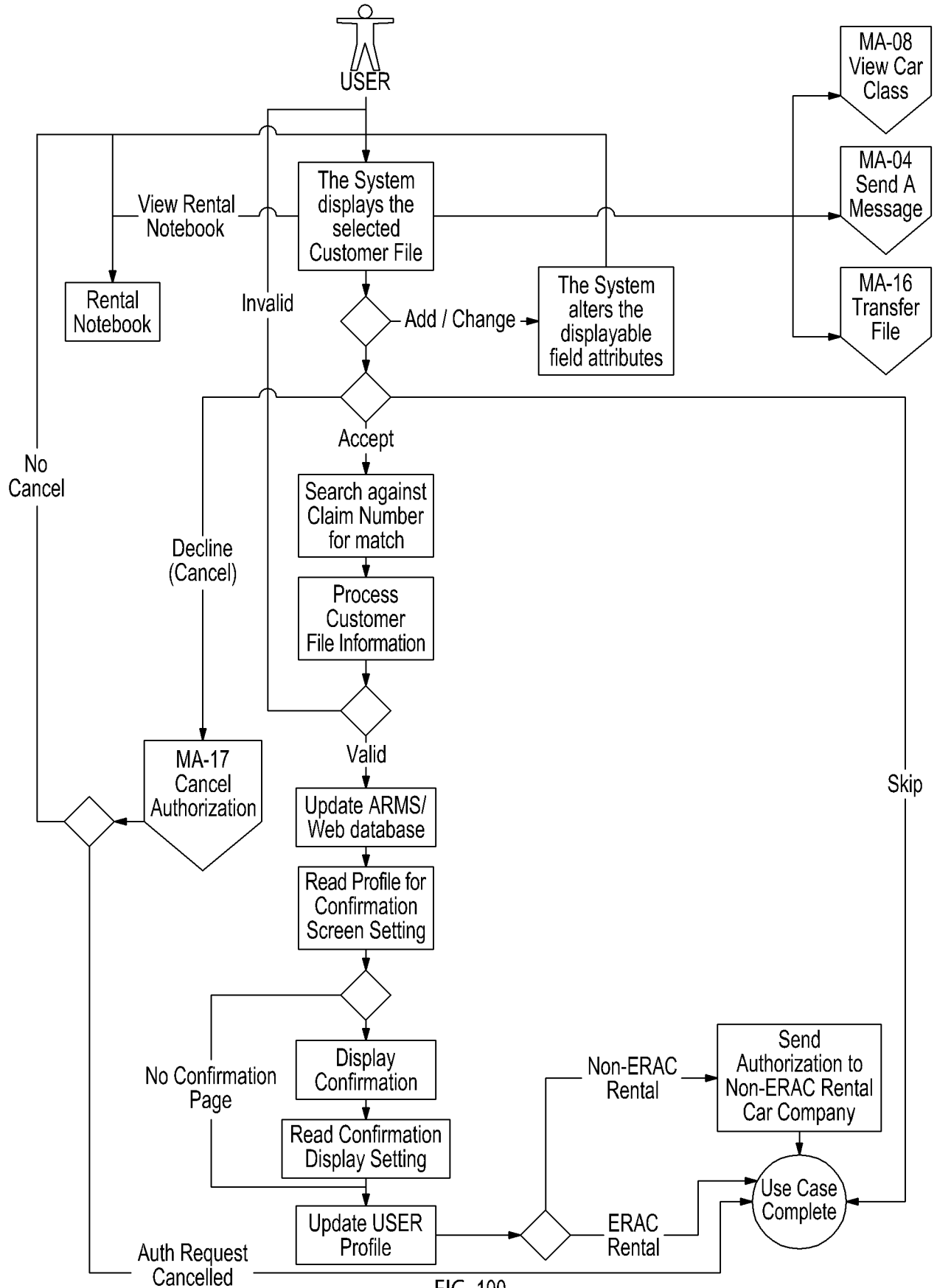


FIG. 100

New Sheet

(ARMS/Web 2.0)

Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items completed actions reports my profile help	
Claims office: 001 You are handling for: Yourself TRANSFER FILE	
Authorize Direct Bill: for Hanks, Tom Claim no. 765849322-001	
CUSTOMER FILE 1 of 4 Action Items	
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>Direct Bill Requested for:</p> <div style="display: flex; align-items: center;"> <input type="checkbox"/> days @ Compact/21.95 </div> <p>Policy: Daily rate/ 20/500</p> <p>Maximum dollars</p> <p>Claim Number: 765849322-001</p> <p>Claim Type: Select a Claim Type</p> <p>Loss Type: Select a Loss Type</p> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> mm dd yy </div> <p>Date of Loss: </p> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> mm dd yy </div> <p>Date Rental Needed: </p> <p>Insured Name: Last First </p> <p>Message: Direct Bill request for Hanks: Tom 4/23/00</p> </div> <div style="width: 35%;"> <p>Note to Enterprise:</p> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> <p>Note to Self Only:</p> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> </div> </div>	
Go to Notebook CANCEL PROCESS SKIP >> 	

[Change or Add]

RENTER INFORMATION:

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:

Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Type of Loss: Non-Driveable

Repair Facility:

Elco Chevrolet
22 Elston Dr.
Chicago, IL 60621
(773)334-9832

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00


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FIG. 101(a)

New Sheet

(Insurance User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 001		Handling for: Yourself		TRANSFER FILE		
Authorize Direct Bill: for Hanks, Tom		Claim no. 765849322-001		1 of 4 Action Items		
CUSTOMER FILE						
Direct Bill Requested for: Claim Number: <input type="text" value="765849322-001"/> Claim Type: <input type="text" value="Select a Claim Type"/>						
<input type="text" value=""/> days @	<input type="text" value="Compact/21.95"/>	VIEW CARS		Note to Rental Company: <div><input type="text"/></div>		
Policy: Daily rate/ Maximum dollars		<input type="text" value="20/500"/>				
Direct Bill%:		<input type="text" value="100"/>				
Vehicle Condition:		<input type="text" value="Select a Condition"/>				
Date of Loss:		<input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text" value=""/>				
Date Rental Needed:		<input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text" value=""/>				
Insured Name: Last		<input type="text"/>		First <input type="text"/>		
Message: Direct Bill request for Hanks, Tom 4/23/00						
Go to Notebook		<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>				

[\[Change or Add\]](#)

RENTER INFORMATION:

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622


Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00


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FIG. 101(b)

New Sheet

(Fleet User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 001		Handling for: Yourself		TRANSFER FILE		
Authorize Direct Bill: for Hanks, Tom		Claim no. 765849322-001		1 of 4 Action Items		
CUSTOMER FILE						
Direct Bill Requested for: Claim Number: <input type="text" value="765849322-001"/> Claim Type: <input type="text" value="Select a Claim Type"/>						
<input type="text" value=""/> days @	<input type="text" value="Compact/21.95"/>	VIEW CARS		Note to Rental Company:		
Policy: Daily rate/ Maximum dollars	<input type="text" value="20/500"/>	<input type="text"/>				
Protection Coverage: <input type="text"/>						
Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/>						
Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/>						
Insured Name: Last <input type="text"/> First <input type="text"/>						
Message: Direct Bill request for Hanks, Tom 4/23/00						
Go to Notebook				<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>		

[\[Change or Add\]](#)

RENTER INFORMATION:

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622


Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00


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FIG. 101(c)

New Sheet

(Dealership User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Office: 001		Handling for: Yourself		TRANSFER FILE		
Authorize Direct Bill: for Hanks, Tom		Purchase Order No. 765849322-001		1 of 4 Action Items		
CUSTOMER FILE						
Direct Bill Requested for:		Purchase Order No: <input type="text" value="765849322-001"/>		Bill Type: <input type="text"/>		
<input type="text"/>	days @ <input type="text" value="Compact/21.95"/>	VIEW CARS		Note to Rental Company: <input type="text"/>		
Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/>						
Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/>						
Insured Name: Last <input type="text"/> First <input type="text"/>						
Message: Direct Bill request for Hanks, Tom 4/23/00						
Go to Notebook		<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>				

[\[Change or Add\]](#)

RENTER INFORMATION:

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation


RENTAL INFORMATION:

Rental Location:

Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00


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FIG. 101(d)

New Sheet

(Corporate User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Office: 001		Handling for: Yourself		TRANSFER FILE		
Authorize Direct Bill: for Hanks, Tom		Corporate Class No. 765849322-001		1 of 4 Action Items		
CUSTOMER FILE						
Direct Bill Requested for: Corporate Class No: <input type="text" value="765849322-001"/>						
<input type="text" value=""/>	days @	<input type="text" value="Compact/21.95"/>	VIEW CARS	Note to Rental Company: <div><input type="text"/></div>		
Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text" value=""/>						
Message: Direct Bill request for Hanks, Tom 4/23/00						
Go to Notebook				CANCEL	PROCESS	SKIP >>

[\[Change or Add\]](#)

RENTER INFORMATION:

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00

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FIG. 101(e)

Create Reservation Activity Diagram

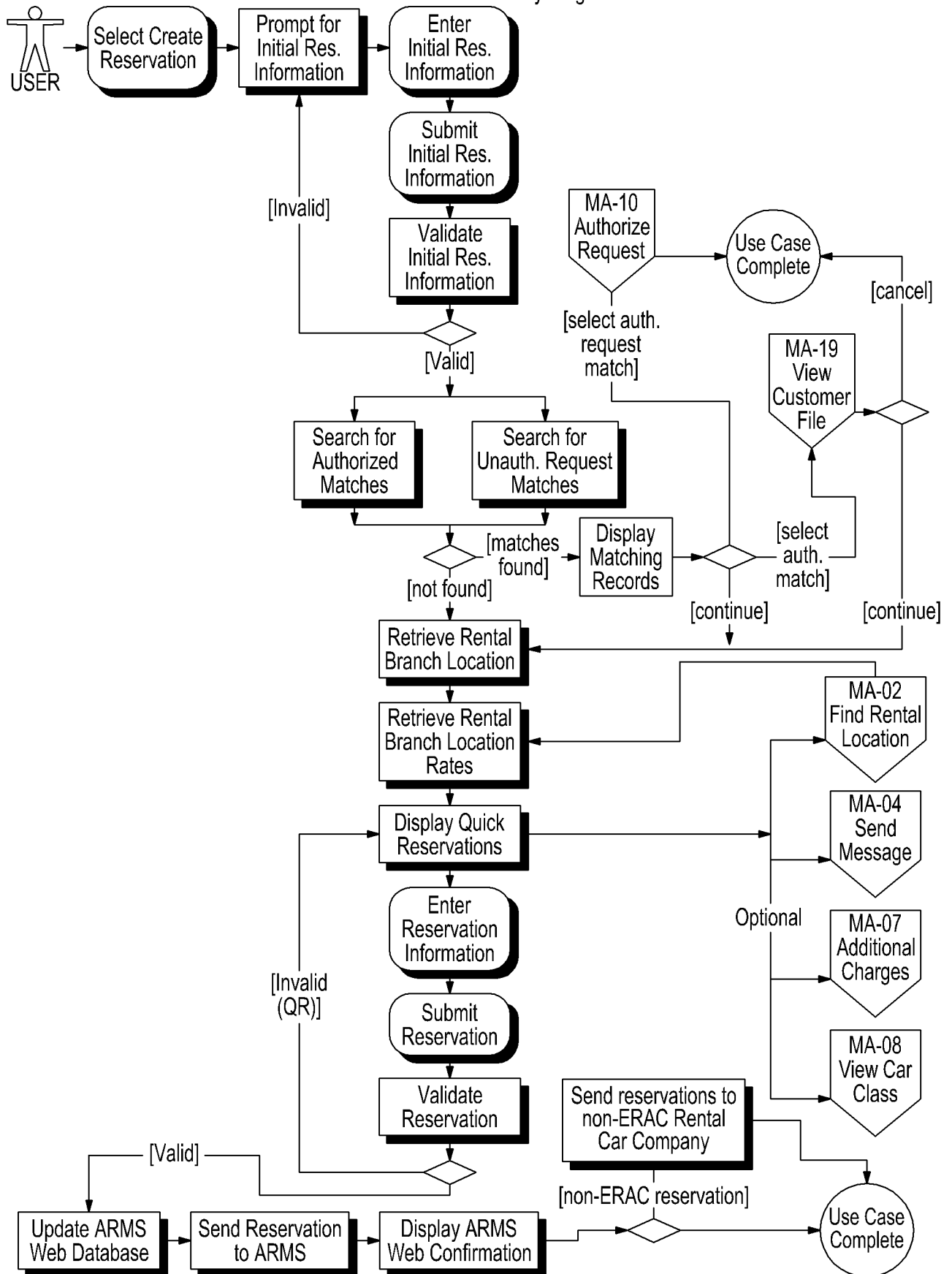


FIG. 102

(ARMS Web 2.0)

Initial Reservation

Welcome to the
Automated Rental Management System

create a RESERVATION find a CUSTOMER action items completed actions reports my profile help

last name:

first name:

claim number:

claim type:

please post code where car is needed:

☐ Phone
☐ Post Code

Claims office:

Handling for:

Welcome back, Fitzgerald, Neil.

⊕ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")


<u>DATE RECEIVED</u>	<u>RENTERS NAME</u>	<u>CLAIM NUMBER</u>	<u>ADJUSTER</u>
04-23-00	Hanks, Tom	234589871	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Fitzgerald, Neil
06-15-00	(5) Invoices		Fitzgerald, Neil
06-15-00	(7) Action Items		Unassigned

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FIG. 103(a)

(Insurance User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001

Handling for: Yourself

last name

first name

claim number:

claim type:
please choose

rental company:
please choose

please post code where car is needed:

☐ Phone
☐ Post Code

NEW RESERVATION

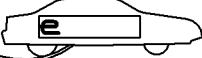
Welcome back, Fitzgerald, Neil.
Below please find the action items that require your attention.
To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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FIG. 103(b)

(Fleet User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001

Handling for: Yourself

last name

first name

claim number:

claim type:
please choose

rental company:
please choose

please post code
where car is needed:

☐ Phone
☐ Post Code

NEW RESERVATION


Welcome back, Fitzgerald, Neil.
Below please find the action items that require your attention.
To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADMINISTRATOR
04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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FIG. 103(c)

(Dealership User)



Welcome to the Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER

action items
completed actions
reports
my profile
help

last name

first name

purchase order number:

bill type:
please choose ▼

rental company:
please choose ▼

please post code
where car is needed:

☐ Phone
☐ Post Code

NEW RESERVATION

Claims office: 001 ▼
Handling for: Yourself ▼

Welcome back, Fitzgerald, Neil.

⬇ Below please find the action items that require your attention.


To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

DATE RECEIVED	RENTERS NAME	PURCHASE ORDER NUMBER	RENTAL COMPANY	ADMINISTRATOR
04-23-00	<u>Hanks, Tom</u>	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	<u>Bowie, David</u>	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	<u>Simpson, Homer</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	<u>Weber, Andrew</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	<u>Crystal, Billy</u>	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	<u>(5) Invoices</u>		Car Temps	Fitzgerald, Neil
06-15-00	<u>(7) Action Items</u>		Enterprise Rent-A-Car	Unassigned

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FIG. 103(d)

(Corporate User)



Welcome to the
Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER
action items
completed actions
reports
my profile
help

Claims office: 001
Handling for: Yourself

last name

first name

corporate class number:

rental company:
please choose

please post code
where car is needed:

☐ Phone
☐ Post Code

NEW RESERVATION

Welcome back, Fitzgerald, Neil.

⬇ Below please find the action items that require your attention.


To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	<u>DATE RECEIVED</u>	<u>RENTERS NAME</u>	<u>CORPORATE CLASS NUMBER</u>	<u>RENTAL COMPANY</u>	<u>ADMINISTRATOR</u>
	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
	06-15-00	<u>(5) Invoices</u>		Car Temps	Fitzgerald, Neil
	06-15-00	<u>(7) Action Items</u>		Enterprise Rent-A-Car	Unassigned

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FIG. 103(e)

(ARMS Web 2.0)


		Welcome to the Automated Rental Management System			
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile help
		Claims office: 001		Handling for: Self	
Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.					
Matches Found: You requested a reservation for: Hanks, Tom Claim Number: 765849322 Claim Type: Claimant					
NEW RESERVATION					
AUTHORIZED					
Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	
765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95	
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98	
25 items in the list			Matches 1-25 of 325 View next 25>>		
UNAUTHORIZED					
Claim No.	Customer Name	Status	Date Rental Needed		
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000		
888234213	Jones, Bob	Open (customer in car)	4/18/2000		
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000		
25 items in the list			Matches 1-25 of 325 View next 25>>		

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[NEW RESERVATION](#)


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FIG. 104(a)


(Insurance User)

		Welcome to the Automated Rental Management System																								
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help																				
		Claims office: 001		Handling for: Yourself																						
<p>Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.</p> <p>Matches Found: You requested a reservation for: Hanks, Tom Claim Number: 765849322 Claim Type: Claimant</p>																										
NEW RESERVATION																										
<p>AUTHORIZED</p> <table border="1"> <thead> <tr> <th>Claim No.</th> <th>Customer Name</th> <th>Status</th> <th>Date Rental Needed</th> <th>Invoice Amount</th> <th>Rental Company</th> </tr> </thead> <tbody> <tr> <td>765849322-001</td> <td>Hanks, Tom</td> <td>Closed</td> <td>4/23/2000</td> <td>\$200.95</td> <td>Enterprise Rent-A-Car</td> </tr> <tr> <td>765849322-002</td> <td>Jones, Bill</td> <td>Open (customer in car)</td> <td>4/18/2000</td> <td>\$256.98</td> <td>HLE Rent-A-Car</td> </tr> </tbody> </table> <p>25 items in the list Matches 1-25 of 325 View next 25>></p>							Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company	765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95	Enterprise Rent-A-Car	765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98	HLE Rent-A-Car		
Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company																					
765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95	Enterprise Rent-A-Car																					
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98	HLE Rent-A-Car																					
<p>UNAUTHORIZED</p> <table border="1"> <thead> <tr> <th>Claim No.</th> <th>Customer Name</th> <th>Status</th> <th>Date Rental Needed</th> <th>Rental Company</th> </tr> </thead> <tbody> <tr> <td>765849322-001</td> <td>Hanks, Tom</td> <td>Direct Bill Request</td> <td>4/23/2000</td> <td>Enterprise Rent-A-Car</td> </tr> <tr> <td>888234213</td> <td>Jones, Bob</td> <td>Open (customer in car)</td> <td>4/18/2000</td> <td>HLE Rent-A-Car</td> </tr> <tr> <td>888254321</td> <td>Hanks, Sophia</td> <td>Open (customer in car)</td> <td>4/16/2000</td> <td>Car Temps</td> </tr> </tbody> </table> <p>25 items in the list Matches 1-25 of 325 View next 25>></p>							Claim No.	Customer Name	Status	Date Rental Needed	Rental Company	765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car	888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car	888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps
Claim No.	Customer Name	Status	Date Rental Needed	Rental Company																						
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car																						
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car																						
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps																						
top of page		Contact Us Terms & Conditions Log Off			NEW RESERVATION																					

(Fleet User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001		Handling for: Yourself		
Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.						
Matches Found: You requested a reservation for: Hanks, Tom Claim Number: 765849322 Claim Type: Claimant						
NEW RESERVATION						
AUTHORIZED						
Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company	
765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95	Enterprise Rent-A-Car	
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98	HLE Rent-A-Car	
25 items in the list				Matches 1-25 of 325		View next 25>>
UNAUTHORIZED						
Claim No.	Customer Name	Status	Date Rental Needed	Rental Company		
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car		
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car		
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps		
25 items in the list				Matches 1-25 of 325		View next 25>>
top of page		Contact Us Terms & Conditions Log Off			NEW RESERVATION	

(Dealership User)



		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001		Handling for: Yourself		
Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.						
Matches Found: You requested a reservation for: Hanks, Tom Purchase Order Number: 765849322 Bill Type: Claimant NEW RESERVATION						
AUTHORIZED						
Purchase Order No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company	
<u>765849322-001</u>	<u>Hanks, Tom</u>	<u>Closed</u>	4/23/2000	\$200.95	Enterprise Rent-A-Car	
<u>765849322-002</u>	<u>Jones, Bill</u>	<u>Open (customer in car)</u>	4/18/2000	\$256.98	HLE Rent-A-Car	
25 items in the list				Matches 1-25 of 325 View next 25>>		
UNAUTHORIZED						
Purchase Order No.	Customer Name	Status	Date Rental Needed	Rental Company		
<u>765849322-001</u>	<u>Hanks, Tom</u>	<u>Direct Bill Request</u>	4/23/2000	Enterprise Rent-A-Car		
<u>888234213</u>	<u>Jones, Bob</u>	<u>Open (customer in car)</u>	4/18/2000	HLE Rent-A-Car		
<u>888254321</u>	<u>Hanks, Sophia</u>	<u>Open (customer in car)</u>	4/16/2000	Car Temps		
25 items in the list				Matches 1-25 of 325 View next 25>>		

[top of page](#)
NEW RESERVATION


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FIG. 104(d)

(Corporate User)

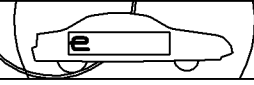
		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001		Handling for: Yourself		
Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.						
Matches Found: You requested a reservation for: Hanks, Tom Corporate Class Number: 765849322						NEW RESERVATION
AUTHORIZED						
Corporate Class No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company	
<u>765849322-001</u>	<u>Hanks, Tom</u>	<u>Closed</u>	4/23/2000	\$200.95	Enterprise Rent-A-Car	
<u>765849322-002</u>	<u>Jones, Bill</u>	<u>Open (customer in car)</u>	4/18/2000	\$256.98	HLE Rent-A-Car	
25 items in the list				Matches 1-25 of 325		<u>View next 25>></u>
UNAUTHORIZED						
Corporate Class No.	Customer Name	Status	Date Rental Needed	Rental Company		
<u>765849322-001</u>	<u>Hanks, Tom</u>	<u>Direct Bill Request</u>	4/23/2000	Enterprise Rent-A-Car		
<u>888234213</u>	<u>Jones, Bob</u>	<u>Open (customer in car)</u>	4/18/2000	HLE Rent-A-Car		
<u>888254321</u>	<u>Hanks, Sophia</u>	<u>Open (customer in car)</u>	4/16/2000	Car Temps		
25 items in the list				Matches 1-25 of 325		<u>View next 25>></u>
 top of page		Contact Us Terms & Conditions Log Off			NEW RESERVATION	

(ARMS/Web 2.0)

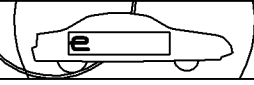
		Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER		action items completed actions reports my profile help	
Claims office: <input type="text" value="001"/>		Handling for: <input type="text" value="Yourself"/>	
Create Reservation: QUICK FORM for Coppola, Francis Claim no. 754589877 [view long form]		GEICO	
*Denotes required field			
RENTAL INFORMATION: * Authorized Days: <input type="text"/> @ <input type="text" value="Select a rate"/> <input type="button" value="VIEW CARS"/> Policy: Daily rate/ Maximum dollars <input type="text" value="20/500"/> *Percent of Rental: <input type="text" value="100"/> % Vehicle Condition: <input type="text" value="Driveable"/>		NOTEBOOK Note to Enterprise: <input type="text"/> Note to Self Only: <input type="text"/>	
RENTER INFORMATION: * Last: <input type="text"/> * First: <input type="text"/> Email: <input type="text"/> <input type="checkbox"/> send email confirmation: Phone Numbers: Ext. <input type="text"/> <input type="text"/> <input type="text" value="Home"/> <input type="radio"/> Pick up location <input type="text"/> <input type="text"/> <input type="text" value="Home"/> <input type="radio"/> Pick up location Pick different location: <input type="text" value="Change to a Favorite Location"/> <input type="button" value="MORE LOCATIONS"/>		Location closet to: 773-395-6200 Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	
<input type="button" value="CANCEL"/>		<input type="button" value="CONFIRM RESERVATION"/>	

ADDITIONAL INFORMATION:	
* Claim Number: <input type="text"/> * Claim Type: <input type="text" value="Claimant"/> Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/> Insured Name: <input type="text"/> <input type="text"/> <div style="display: flex; justify-content: space-around; width: 100%;"> Last First </div> Additional Charges: None <input type="button" value="ADDITIONAL CHARGES"/>	Repair Facility: <input type="text"/> City: <input type="text"/> State/Province: <input type="text" value="AB"/> <input type="text"/> Post Code: <input type="text"/> Phone: <input type="text"/> Renter's Vehicle: <input type="text"/> <input type="text"/> <div style="display: flex; justify-content: space-around; width: 100%;"> year make/model </div>

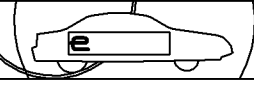
(Insurance User)

 Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER action items completed actions reports my profile help	
Claims office: 001 Handling for: Yourself	
Create Reservation: QUICK FORM for Coppola, Francis Claim no. 754589877 GEICO	
*Denotes required field	
RENTAL INFORMATION: * Authorized Days: @ Select a rate VIEW CARS Policy: Daily rate/Maximum dollars 20/500 *Percent of Rental: 100 % Vehicle Condition: Driveable RENTER INFORMATION: * Last: * First: Email: <input checked="" type="checkbox"/> send email confirmation: Phone Numbers: Ext. * Home <input type="radio"/> Pick up location Home <input type="radio"/> Pick up location Pick different location: Change to a Favorite Location MORE LOCATIONS	NOTEBOOK Note to Rental Company: Note to Self Only: Location closet to: 773-395-6200 Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400
CANCEL CONFIRM RESERVATION	
top of page	
ADDITIONAL INFORMATION: * Claim Number: * Claim Type: Claimant Date of Loss: January 1 2000 Date Rental Needed: January 1 2000 Insured Name: Last First Additional Charges: None ADDITIONAL CHARGES	Repair Facility: City: State/Province: AB Post Code: Phone: Renter's Vehicle: year make/model Renter's Address: Renter's City: State/Province: AB Post Code: <input type="radio"/> Pick up location
CANCEL CONFIRM RESERVATION	
top of page	


(Fleet User)

 Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER action items completed actions reports my profile help	
Claims office: <input type="text" value="001"/> Handling for: <input type="text" value="Yourself"/>	
Create Reservation: QUICK FORM for Coppola, Francis Claim no. 754589877 GEICO	
*Denotes required field	
RENTAL INFORMATION: * Authorized Days: <input type="text"/> @ <input type="text" value="Select a rate"/> <input type="button" value="VIEW CARS"/> Policy: Daily rate/ Maximum dollars <input type="text" value="20/500"/> Protection Coverage: <input type="text"/> RENTER INFORMATION: * Last: <input type="text"/> * First: <input type="text"/> Email: <input type="text"/> <input checked="" type="checkbox"/> send email confirmation: Phone Numbers: Ext. <input type="text"/> <input type="text"/> <input type="text" value="Home"/> <input type="radio"/> Pick up location <input type="text"/> <input type="text"/> <input type="text" value="Home"/> <input type="radio"/> Pick up location Pick different location: <input type="text" value="Change to a Favorite Location"/> <input type="button" value="MORE LOCATIONS"/>	Notebook: Note to Rental Company: <input type="text"/> Location closet to: 773-395-6200 Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400
<input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/>	
▲ top of page	
ADDITIONAL INFORMATION: * Claim Number: <input type="text"/> * Claim Type: <input type="text" value="Claimant"/> Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> Insured Name: <input type="text"/> Last <input type="text"/> First Additional Charges: None <input type="button" value="ADDITIONAL CHARGES"/>	Repair Facility: <input type="text"/> City: <input type="text"/> State/Province: <input type="text" value="AB"/> Post Code: <input type="text"/> Phone: <input type="text"/> Renter's Vehicle: <input type="text"/> year <input type="text"/> make/model Renter's Address: <input type="text"/> Renter's City: <input type="text"/> State/Province: <input type="text" value="AB"/> Post Code: <input type="text"/> <input type="radio"/> Pick up location
<input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/>	
▲ top of page	

(Dealership User)

Welcome to the Automated Rental Management System	
	create a RESERVATION find a CUSTOMER action items completed actions reports my profile help
Claims office: <input type="text" value="001"/> Handling for: <input type="text" value="Yourself"/>	
Create Reservation: QUICK FORM for Coppola, Francis Claim no. 754589877 GEICO *Denotes required field	
RENTAL INFORMATION: * Authorized Days: <input type="text"/> @ <input type="text" value="Select a rate"/> <input type="button" value="VIEW CARS"/> Purchase Order Number: <input type="text"/> Bill Type: <input type="text"/>	Notebook: Note to Rental Company: <input type="text"/> Note to Self Only: <input type="text"/>
RENTER INFORMATION: * Last: <input type="text"/> * First: <input type="text"/> Email: <input type="text"/> <input checked="" type="checkbox"/> send email confirmation: Phone Numbers: Ext. <input type="text"/> <input type="text"/> <input type="text" value="Home"/> <input type="radio"/> Pick up location <input type="text"/> <input type="text"/> <input type="text" value="Home"/> <input type="radio"/> Pick up location Pick different location: <input type="text" value="Change to a Favorite Location"/> <input type="button" value="MORE LOCATIONS"/>	Location closet to: 773-395-6200 Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400
<input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/>	
<input checked="" type="radio"/> top of page	
ADDITIONAL INFORMATION: Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> Insured Name: <input type="text"/> Last <input type="text"/> First Additional Charges: None <input type="button" value="ADDITIONAL CHARGES"/>	Repair Facility: <input type="text"/> City: <input type="text"/> State/Province: <input type="text" value="AB"/> Post Code: <input type="text"/> Phone: <input type="text"/> Renter's Vehicle: <input type="text"/> year <input type="text"/> make/model Renter's Address: <input type="text"/> Renter's City: <input type="text"/> State/Province: <input type="text" value="AB"/> Post Code: <input type="text"/> <input type="radio"/> Pick up location
<input checked="" type="radio"/> top of page <input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/>	

(Corporate User)



Welcome to the
Automated Rental Management System

[create a
RESERVATION](#) [find a
CUSTOMER](#) [action items](#) [completed actions](#) [reports](#) [my profile](#) [help](#)

Claims office: Handling for:

Create Reservation:
QUICK FORM for Coppola, Francis Claim no. 754589877 GEICO

*Denotes required field


RENTAL INFORMATION:
* Authorized Days: @ [VIEW CARS](#)
Corporate Class Number:

Notebook:
Note to Rental Company:


Note to Self Only:

RENTER INFORMATION:
* Last: * First:
Email: ☒ **send email confirmation:**
Phone Numbers: Ext. ☐ Pick up location
 ☐ Pick up location
Pick different location:
 [MORE LOCATIONS](#)

Location closet to: 773-395-6200
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400


 [top of page](#)

ADDITIONAL INFORMATION:
Date Rental Needed:
Additional Charges: None [ADDITIONAL CHARGES](#)

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(ARMS Web 3.0)


		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001	Handling for: Self		TRANSFER FILE	
You just authorized 3 days at \$29.39/day for Hanks, Tom						
Confirmation: CUSTOMER FILE						
<input checked="" type="checkbox"/> Don't show me this confirmation page again. GO TO NEXT ACTION ITEM						
This confirmation page can be removed... You can remove this page from your future transactions with ARMS.						
How it works... Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.						
What will happen next? When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear, it will provide information about your last transaction as well as the ability to make any changes to that transaction.						
Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.						

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FIG. 106(a)

(Insurance User)


		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001	Handling for: Yourself		TRANSFER FILE	
You just authorized 3 days at \$29.39/day for Hanks, Tom						
Confirmation: CUSTOMER FILE						
<input checked="" type="checkbox"/> Don't show me this confirmation page again. GO TO NEXT ACTION ITEM						
This confirmation page can be removed... You can remove this page from your future transactions with ARMS.						
How it works... Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.						
What will happen next? When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear, it will provide information about your last transaction as well as the ability to make any changes to that transaction.						
Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.						

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FIG. 106(b)

(Fleet/Dealership/Corporate User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001	Handling for: Yourself		TRANSFER FILE	
You just authorized 3 days at \$29.39/day for Hanks, Tom						
Confirmation: CUSTOMER FILE						
<input checked="" type="checkbox"/> Don't show me this confirmation page again. GO TO NEXT ACTION ITEM						
This confirmation page can be removed... You can remove this page from your future transactions with ARMS.						
How it works... Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.						
What will happen next? When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear, it will provide information about your last transaction as well as the ability to make any changes to that transaction.						
Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.						

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FIG. 106(c)

Find Rental Location Use Case Activity Diagram

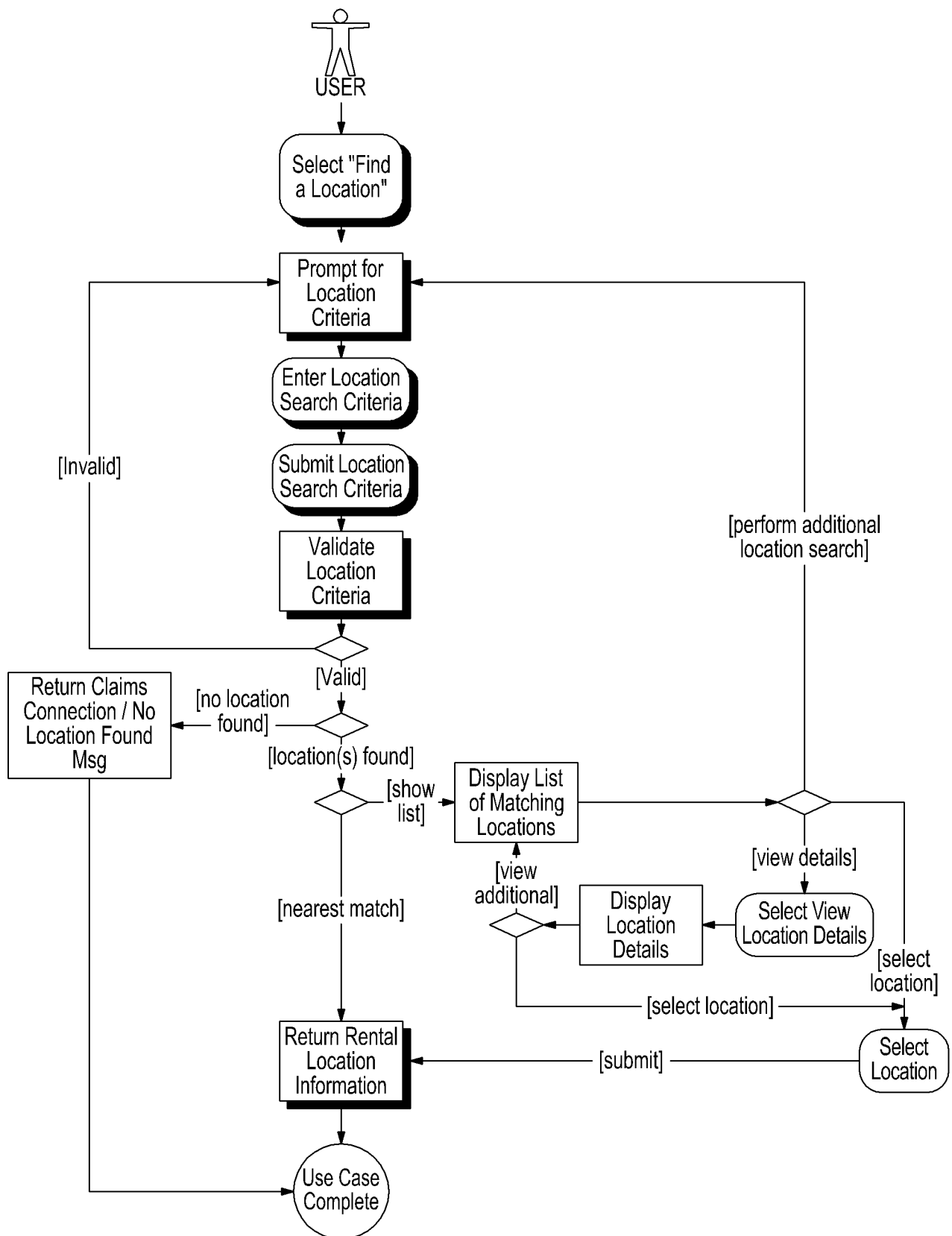
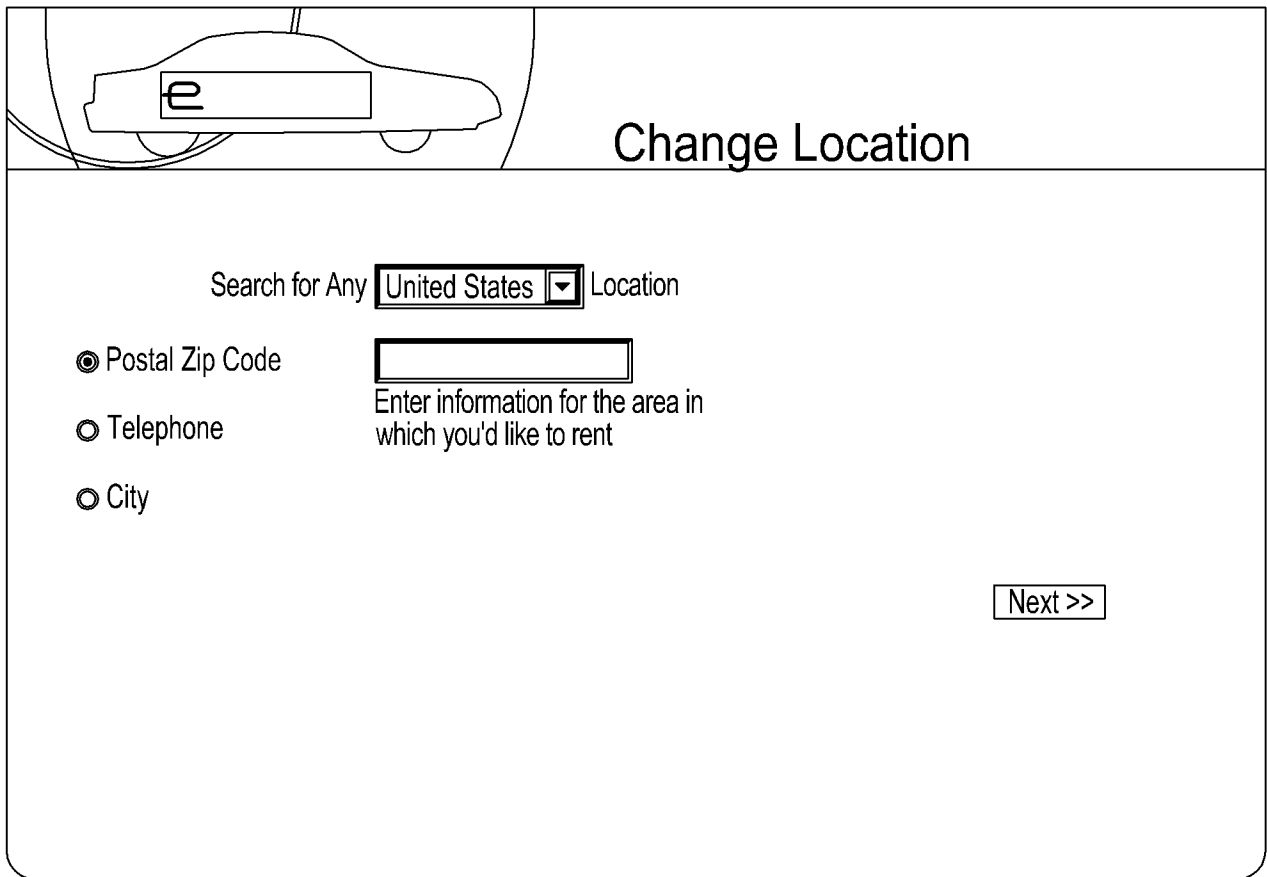


FIG. 107

(ARMS/Web 2.0)



The screenshot shows a web form titled "Change Location". At the top left is a logo featuring a stylized car with a lowercase 'e' on its side. The form contains a search section with the text "Search for Any" followed by a dropdown menu currently showing "United States" and a small downward arrow, and the word "Location". Below this are three radio button options: "Postal Zip Code", "Telephone", and "City". The "Postal Zip Code" option is selected. To the right of these options is a text input field. Below the input field is a label that reads "Enter information for the area in which you'd like to rent". At the bottom right of the form is a button labeled "Next >>".

Change Location

Search for Any United States ▼ Location

☒ Postal Zip Code

☐ Telephone

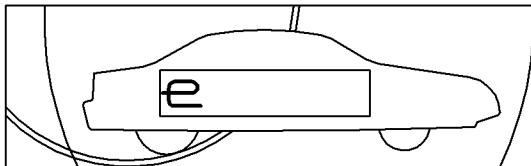
☐ City

Enter information for the area in which you'd like to rent

Next >>

FIG. 108(a)

(ARMS/Web 3.0)



Change Location

Search for Any United States Location

Rental Company Select All

☒ Postal Zip Code

☐ Telephone

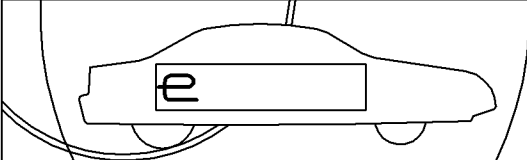
☐ City

Enter information for the area in which you'd like to rent

Next >>

FIG. 108(b)






(ARMS/Web 2.0)



Choose a Location

All cars must be picked-up and dropped-off at the same location.

Please select a location.

location	miles	city	state	map
<input type="radio"/> 18636 NEW HALLS FERRY RD	1.0	SAINT LOUIS	MO	
<input type="radio"/> 11838 OLIVE BLVD	1.6	CREVE COEUR	MO	
<input type="radio"/> 2229 S. BRENTWOOD BLVD	2.1	SAINT LOUIS	MO	
<input checked="" type="radio"/> 2650 S. HANLEY RD	2.3	SAINT LOUIS	MO	
<input type="radio"/> 3701 LEMAY FERRY RD	5.0	SAINT LOUIS	MO	

[< Previous 5 of 10](#) [Next 5 of 10 >](#)

[Next >>](#)

Search for Any United States Location

☒ Postal Zip Code
Enter information for the area in which you'd like to rent

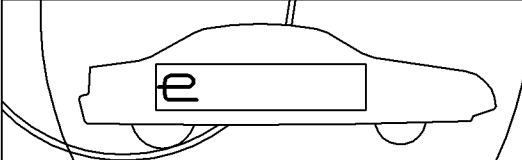
☐ Telephone

☐ City

[SEARCH AGAIN](#)

FIG. 109(a)

(ARMS/Web 3.0)



Choose a Location

All cars must be picked-up and dropped-off at the same location.

Please select a location.

location	rental company	miles	city	state	map
<input type="radio"/> 18636 NEW HALLS FERRY RD	ENTERPRISE RENT-A-CAR	1.0	SAINT LOUIS	MO	»
<input type="radio"/> 11838 OLIVE BLVD	CAR TEMPS	1.6	CREVE COEUR	MO	»
<input type="radio"/> 2229 S. BRENTWOOD BLVD	ENTERPRISE RENT-A-CAR	2.1	SAINT LOUIS	MO	»
<input checked="" type="radio"/> 2650 S. HANLEY RD	HLE RENT-A-CAR	2.3	SAINT LOUIS	MO	»
<input type="radio"/> 3701 LEMAY FERRY RD	RENT-A-WRECK	5.0	SAINT LOUIS	MO	»

[< Previous 5 of 10](#)
[Next 5 of 10 >](#)

[Next >>](#)

Search for Any Location

Rental Company

☒ Postal Zip Code

☐ Telephone

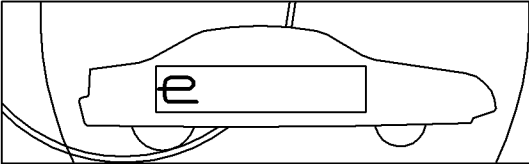
☐ City

[SEARCH AGAIN](#)

Enter information for the area in which you'd like to rent

FIG. 109(b)

(ARMS/Web 2.0)



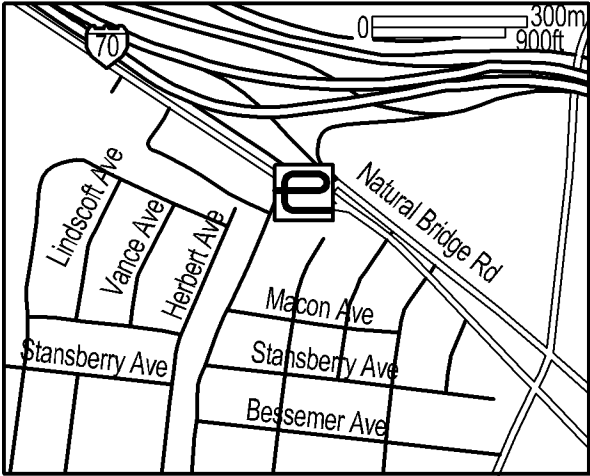
Choose a Location

BRANCH DETAIL

ST. LOUIS AIRPORT (ON-SITE) ✈
9602 NATURAL BRIDGE ROAD
BERKELEY, MO 63134-3313

(314) 427-7757

Office Hours			
Mon	6:00a - 11:00p	Fri	6:00a - 11:00p
Tue	6:00a - 11:00p	Sat	6:00a - 11:00p
Wed	6:00a - 11:00p	Sun	6:00a - 11:00p
Thu	6:00a - 11:00p		



0 300m
0 900ft

[<< PREVIOUS](#)

Enlarge Map

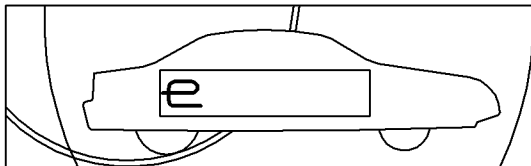
Zoom In

Reduce Map

Zoom Out

FIG. 110(a)

(ARMS/Web 3.0)



Choose a Location

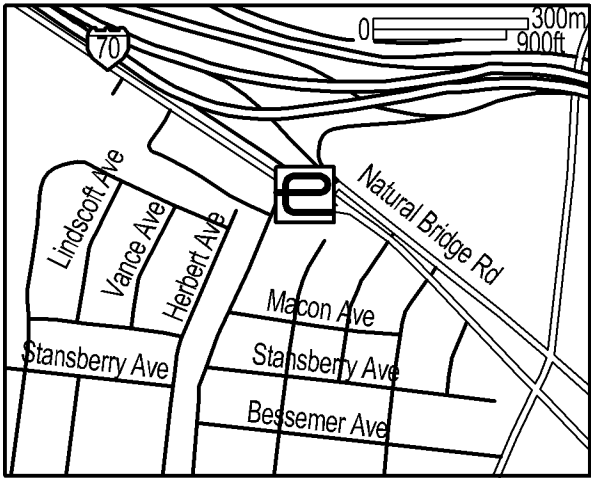
BRANCH DETAIL

ENTERPRISE RENT-A-CAR
ST. LOUIS AIRPORT (ON-SITE) ✈️
 9602 NATURAL BRIDGE ROAD
 BERKELEY, MO 63134-3313

(314) 427-7757

Office Hours			
Mon	6:00a - 11:00p	Fri	6:00a - 11:00p
Tue	6:00a - 11:00p	Sat	6:00a - 11:00p
Wed	6:00a - 11:00p	Sun	6:00a - 11:00p
Thu	6:00a - 11:00p		

<< PREVIOUS



Enlarge Map
Zoom In
Reduce Map
Zoom Out

FIG. 110(b)

Send Message Activity Diagram

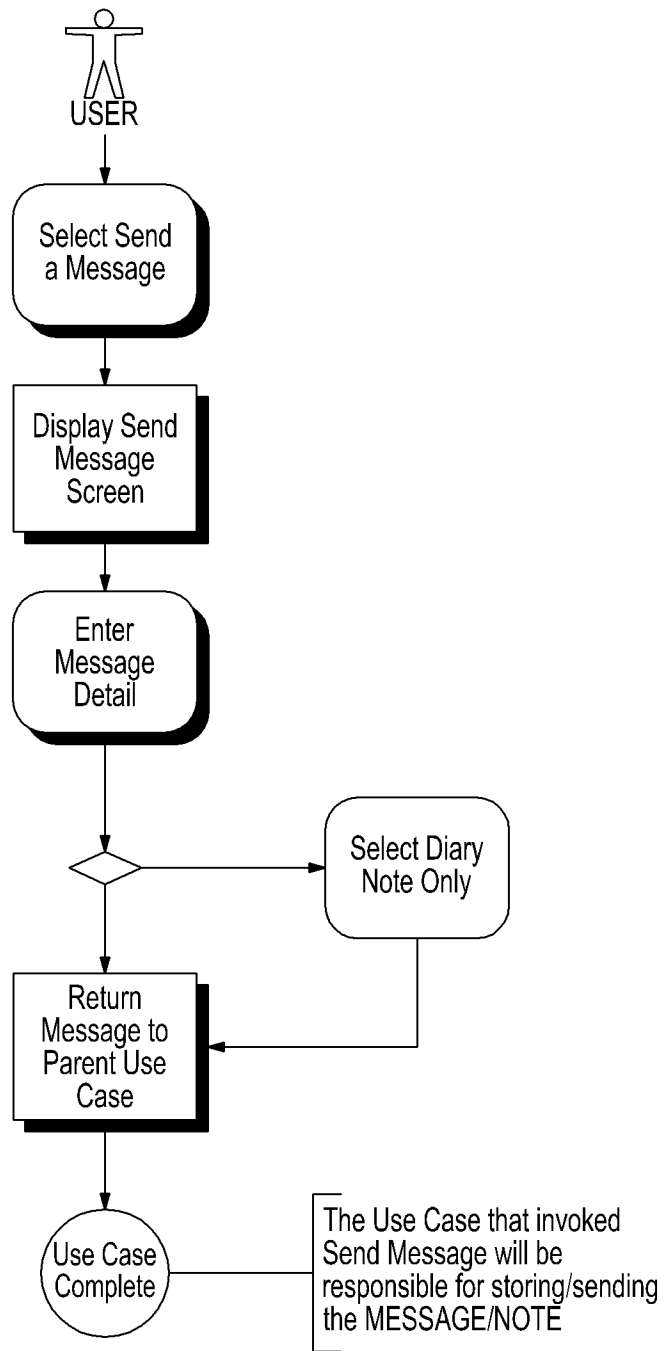


FIG. 111

The image shows a web page layout for a reservation confirmation. A red oval highlights a central section labeled "MESSAGE CONTAINER". Inside this container, the text "NOTEBOOK:" is at the top left. Below it are two side-by-side text input fields. The left field is labeled "Note to Enterprise:" and the right field is labeled "Note to Self Only:". Each field has a vertical scrollbar on its right side. To the left of the "NOTEBOOK:" text and below the input fields, there are two instances of a "top of page" link, each preceded by a circular arrow icon. Below the input fields, there are two buttons: "CANCEL" and "CONFIRM RESERVATION". At the bottom of the page, there is a footer with the text "Contact Us | Terms & Conditions".

top of page

Message Container

NOTEBOOK:

Note to Enterprise:

Note to Self Only:

top of page

CANCEL CONFIRM RESERVATION

Contact Us | Terms & Conditions

FIG. 112

Additional Charges Activity Diagram

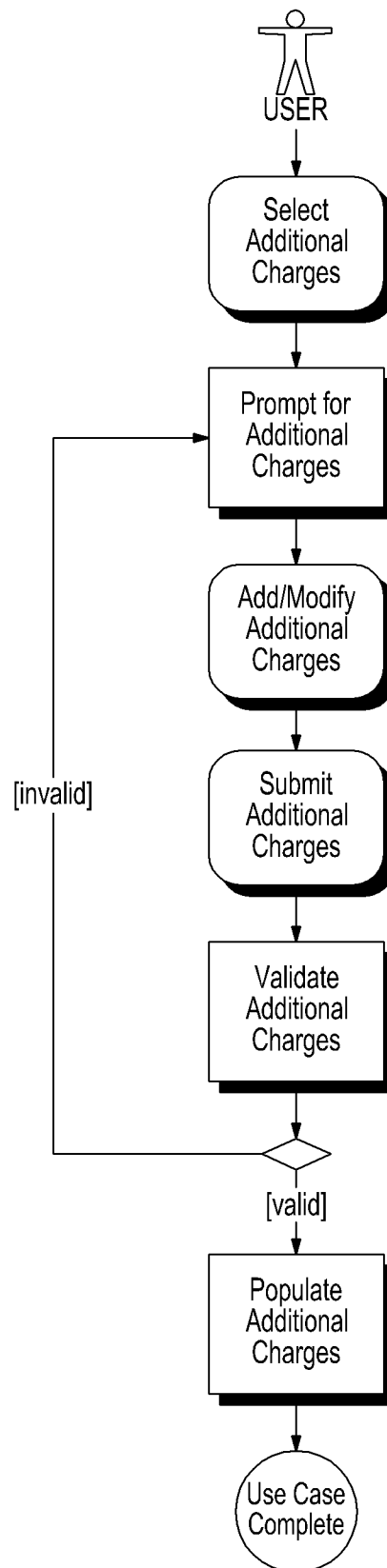
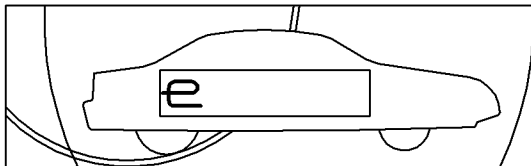


FIG. 113



Additional Charges

Add/edit surcharges to the Authorization for Tom Hanks Claim No. 1234567890
Choose from the surcharges listed below

Add	Charge Type	Auth	Amount
<input checked="" type="checkbox"/>	CDW (Collision Damage Waiver)	9.99	\$/day
<input type="checkbox"/>	PAI (Personal Accident Insurance)		\$/day
<input type="checkbox"/>	Underage Driver		\$/day
<input type="checkbox"/>	Drop Charge		\$/day
<input type="checkbox"/>	Mileage Charge		\$/day

Create a new Surcharge below

Add	Create Charge Type	Auth	Amount
<input checked="" type="checkbox"/>	Misc. Charge	baby seat	3.00

Create more surcharges

<< PREVIOUS PROCESS

FIG. 114

Assign An Action Item Diagram

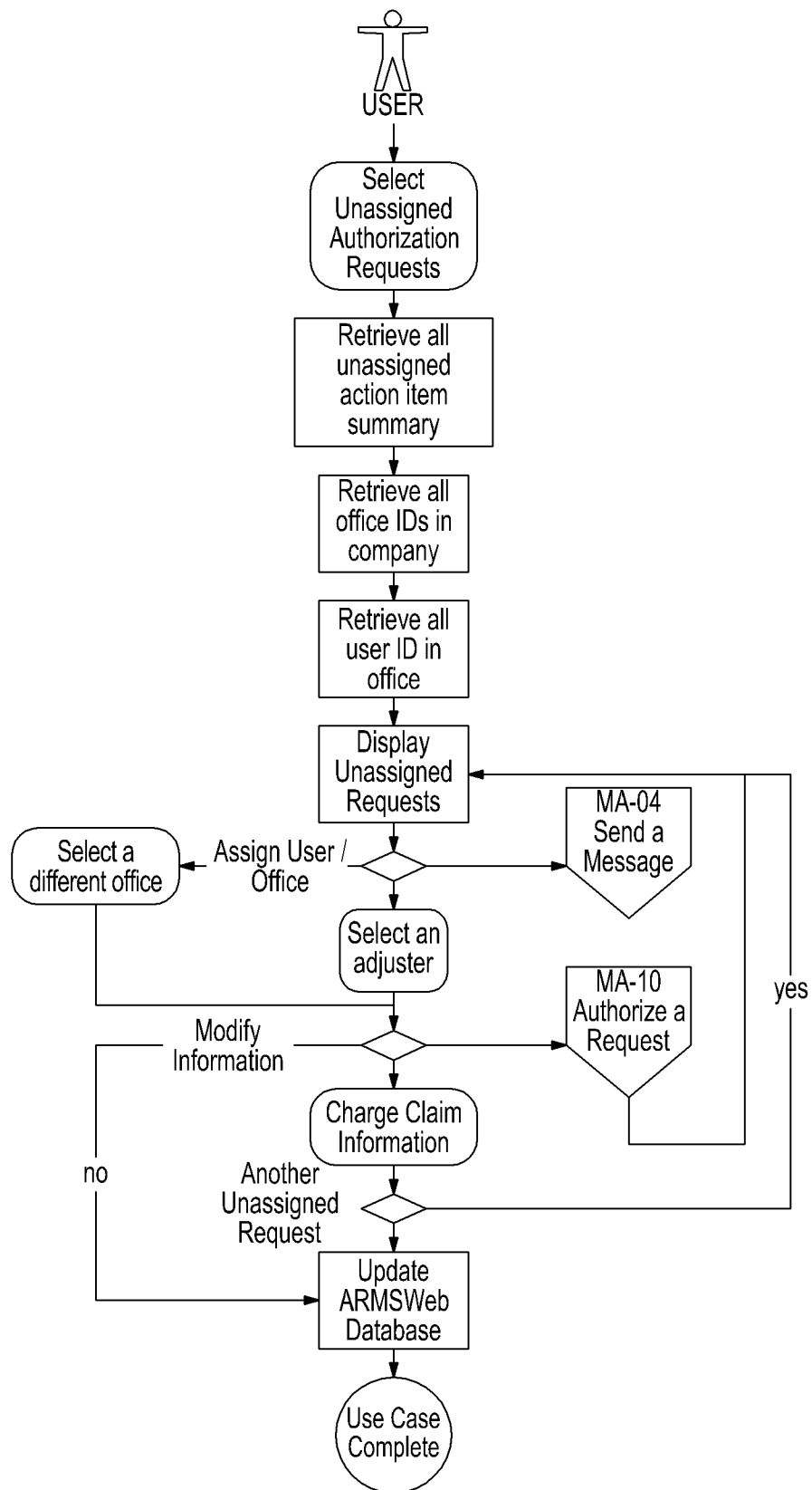



FIG. 115

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims Office: 001		Handling for: Yourself		
<u>You just approved an invoice for Crystal, Billy Total Amount \$536.13</u>						
Action Items: UNASSIGNED						
<hr/>						
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST				
		Claim Number: 754589877		① Assign to Office 001 ▾		
		Vehicle Condition: Select a Loss Type ▾		② Assign Adjuster Unassigned ▾ -or-		
		Claim Type: Select a Claim Type ▾		③ Cancel this item		
		Date of Loss: January ▾ 1 ▾ 2000 ▾ ▾				
		Note to Enterprise: <input type="text"/>				
<hr/>						
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212		DIRECT BILL REQUEST				
		Claim Number: 754589877		① Assign to Office 001 ▾		
		Vehicle Condition: Select a Loss Type ▾		② Assign Adjuster Unassigned ▾ -or-		
		Claim Type: Select a Claim Type ▾		③ Cancel this item		
		Date of Loss: January ▾ 1 ▾ 2000 ▾ ▾				
		Note to Enterprise: <input type="text"/>				

<<PREVIOUS

ACTION ITEMS

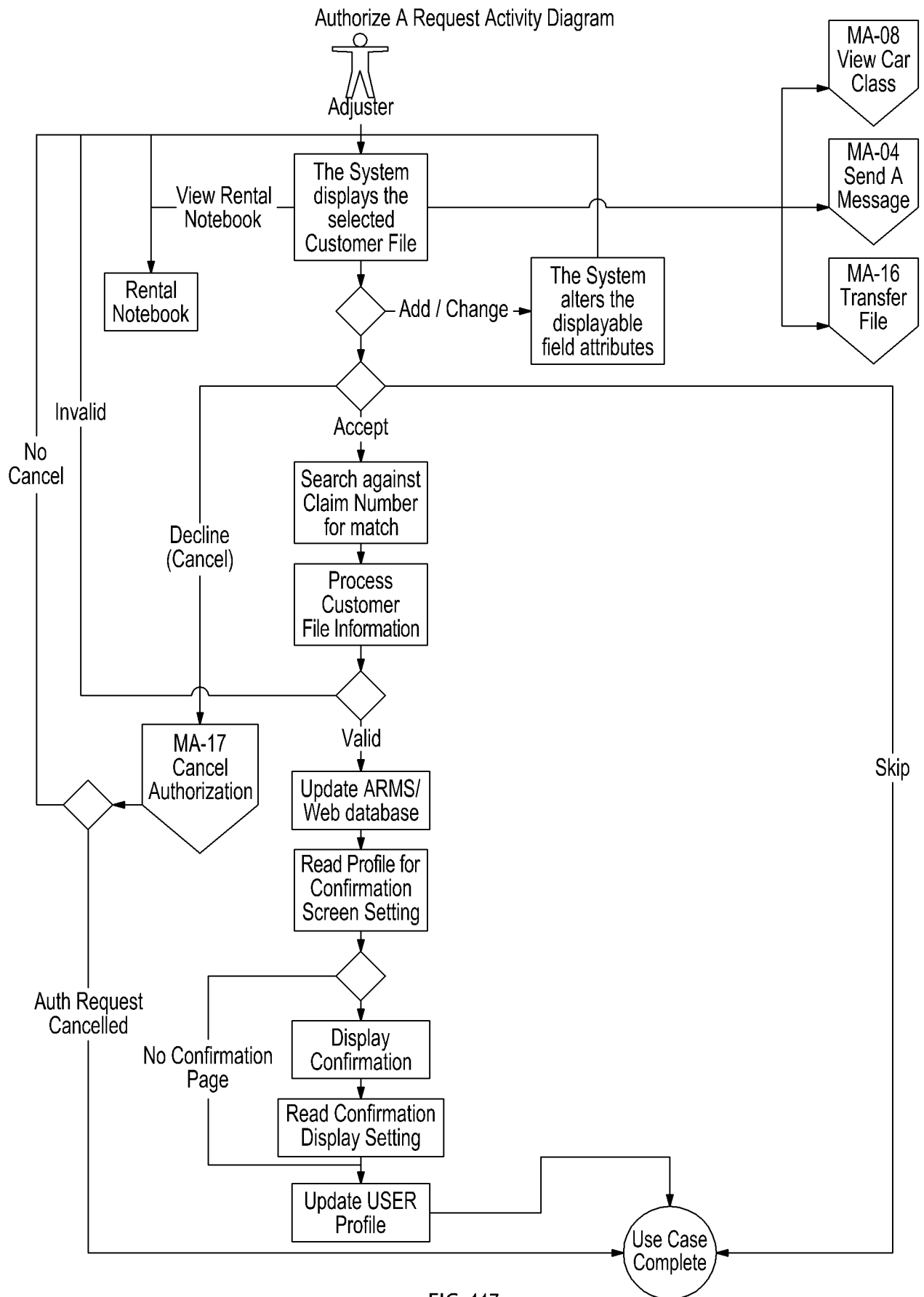
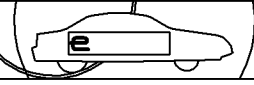


FIG. 117

		Welcome to the Automated Rental Management System			
create a RESERVATION find a CUSTOMER		action items completed actions reports my profile help			
		Claims office: 001		Handling for: Yourself	
Authorize Direct Bill: for Hanks, Tom CUSTOMER FILE		Claim no. 765849322-001		TRANSFER FILE	
1 of 4 Action Items					
Direct Bill Requested for: Claim Number: <input type="text" value="765849322-001"/> Claim Type: <input type="text" value="Select a Claim Type"/>					
<input type="text"/> days @ <input type="text" value="Compact/21.95"/> VIEW CARS		Note to Enterprise: <input type="text"/>			
Policy: Daily rate/ <input type="text" value="20/500"/> Maximum dollars					
Direct Bill%: <input type="text" value="100"/>		Note to Self Only: <input type="text"/>			
Vehicle Condition: <input type="text" value="Select a Condition"/>					
Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>					
Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>					
Insured Name: Last <input type="text"/> First <input type="text"/>					
Message: Direct Bill request for Hanks, Tom 4/23/00					
Go to Notebook		<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>			

[Change or Add]

RENTER INFORMATION:

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
Days/Rate: 5 days @ \$21.95/day
Current Class: Compact
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Enterprise Rent-A-Car Location:

Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 765849322-001
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:

Elco Chevrolet
Chicago, IL 60621
773-334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

Change Customer File Activity Diagram

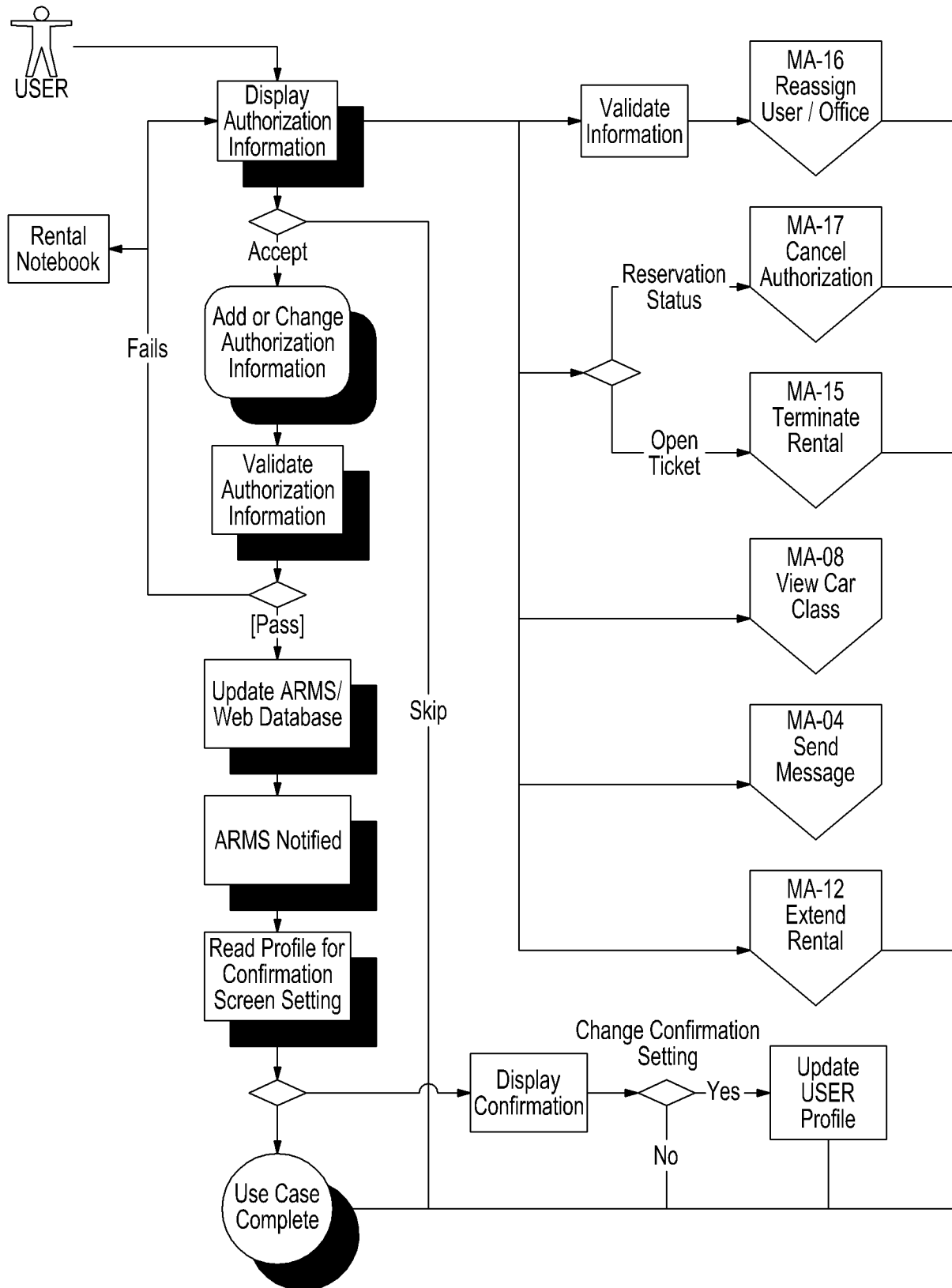
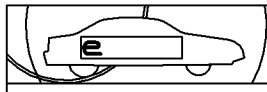


FIG. 119



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001 Handling for: Yourself

[Change or Add]

Last: Hanks First: Tom

Home (773)564-6054 Ext:

Address: 1735 N. Paulina St. Work (773)395-6200 Ext:

City: Chicago State: IL Zip: 60622 Email: thanks@zefer.com

☒ Requested email confirmation

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

Insured Name: Last: Lalumandier First: Craig

Owner's vehicle: GMC Suburban 1999

Date of Loss: JAN 12 2000

Vehicle Condition: Non-Driveable

Repair Facility: Elco Chevrolet


City: Chicago

State: IL Zip: 60622

FIG. 120(a)

New Sheet

(Before clicking the Change or Add Link)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 001		Handling for: Yourself		TRANSFER FILE		
You just authorized 3 day at \$29.39/day for Hanks, Tom						
Customer File: for Bowie, David Claim no. 765849322-001						
OPEN 2 of 4 Action Items						
Extension requested for:						
<input type="checkbox"/> additional authorized days @		<div>Compact/21.95</div>		VIEW CARS		
Policy Limits		<div>20/500</div>				
Messages:						
08/31/00 BSS 2 more days - Waiting on Parts:						
08/30/00 Waiting on fender:						
08/29/00 Extension requested through 08/30/00:						
3 days extension requested:						
Go to Notebook						
Current Rental Status*						
Rental Start Date:		5/15/00				
Last Authorized Date:		04/13/00				
Authorized to Date:		5 days				
Charges to Date:		\$239.00*				
Direct Bill %:		100%				
Note to Enterprise:						
<div></div>						
Note to Self:						
<div></div>						
Rental Location:						
Enterprise Edgewater Branch 773-334-5400						
Repair Facility:						
Elco Chevrolet (773)-334-9832 Owner Vehicle: 1999 GMC Suburban Vehicle Condition: Non-Driveable						
<input type="checkbox"/> Extend this rental?						
*Does not include taxes and surcharges		SET LAST DAY		PROCESS		SKIP >>

[Change or Add]

RENTER INFORMATION

Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION

Authorized Class: Standard
Days/Rate: 5 days @ \$21.99/day
Current Class: Full-Size
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Enterprise Rent-A-Car Location:

Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:

Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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New Sheet

Terminate Rental Activity Diagram

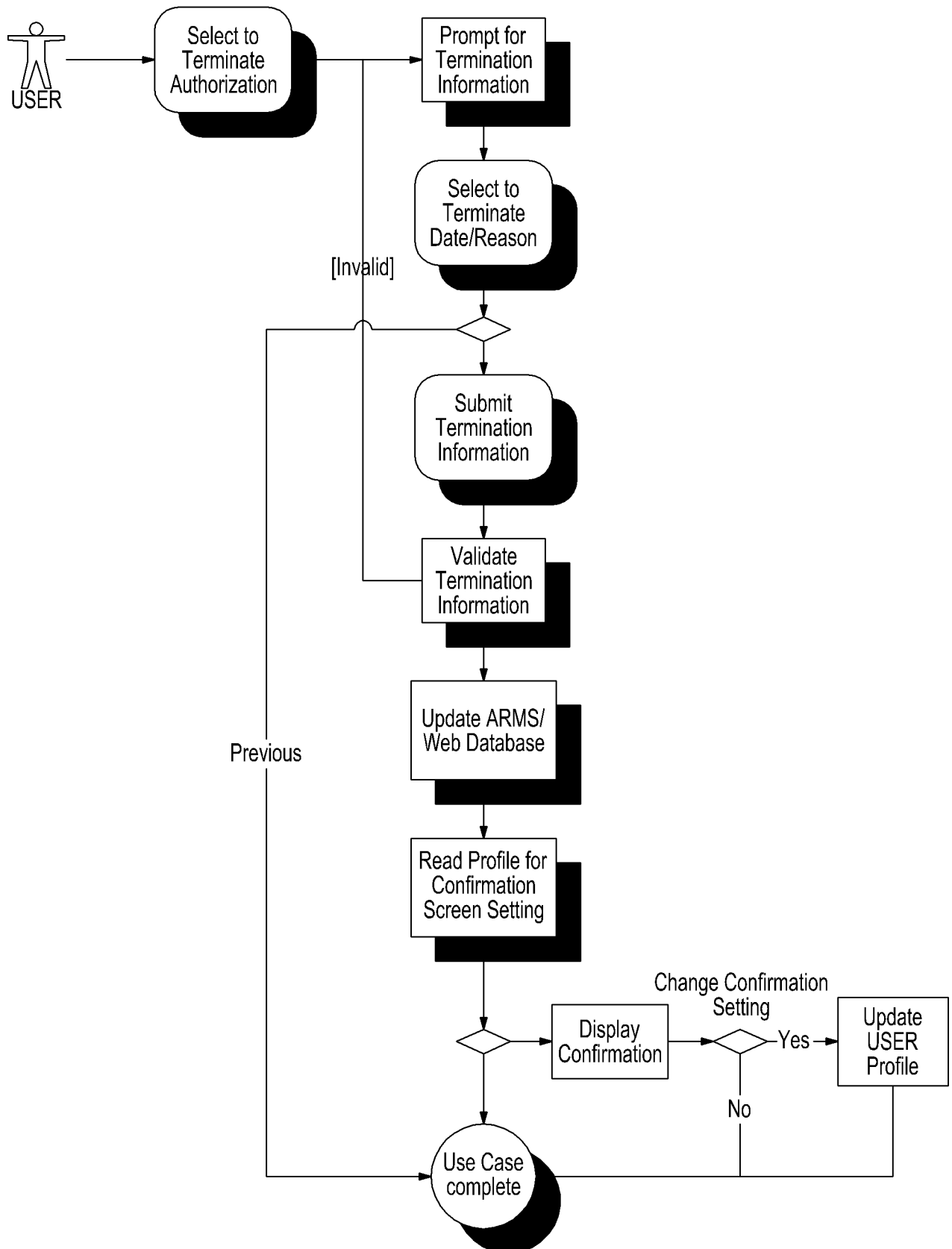
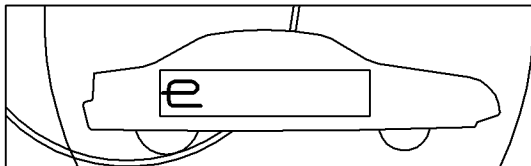


FIG. 121



Set Last Day of Rental

Renter: Weber, Andrew

Termination Date:

January

1

2000

Reason:

Duplicate Reservation/Authorization

Comment:

Please notify renter

<< PREVIOUS

PROCESS

FIG. 122

Reassign User/Office Activity Diagram

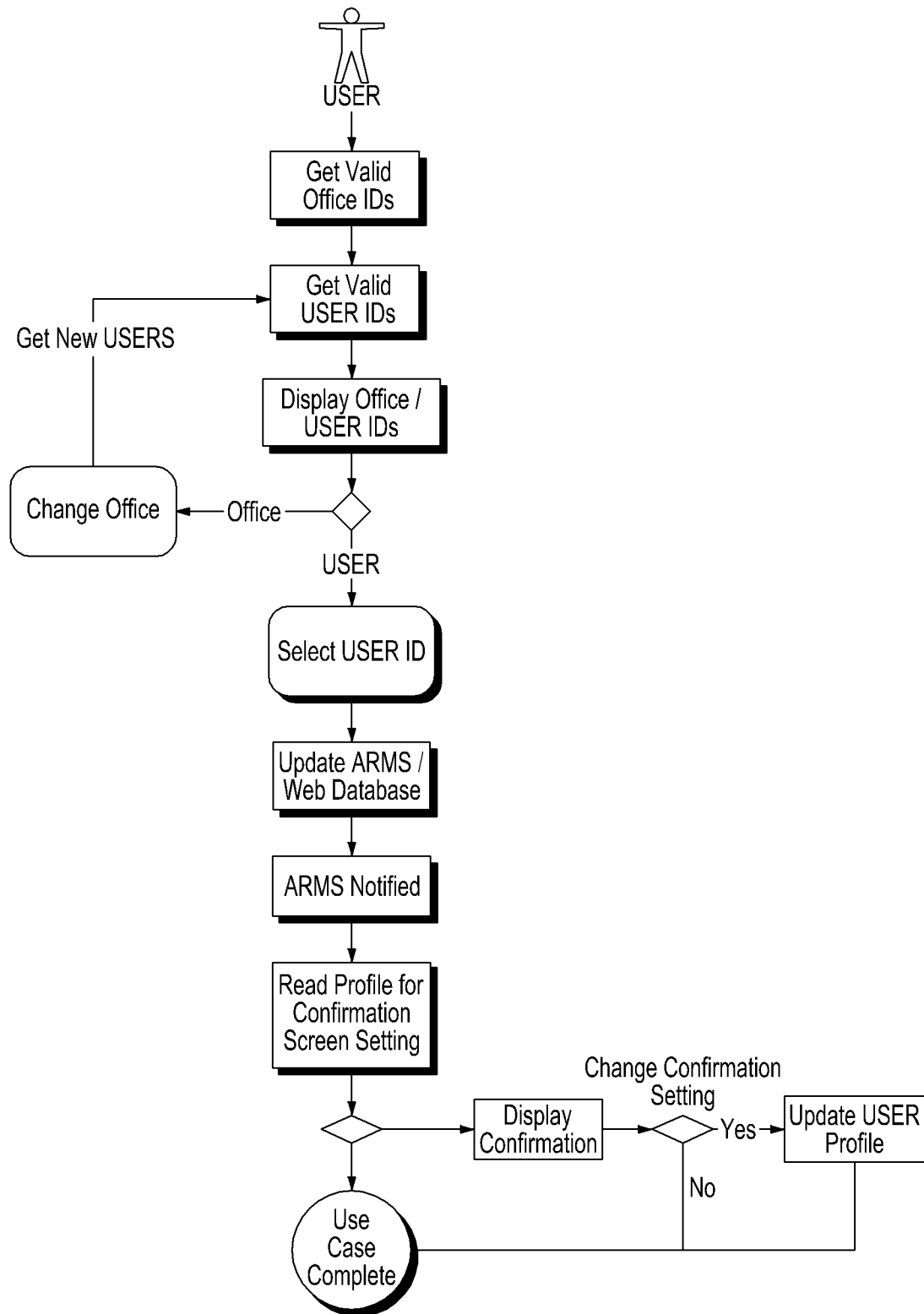
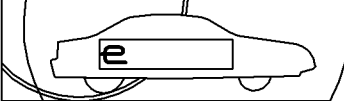


FIG. 123

New Sheet



Transfer File

Any Changes made to this file will be transferred when you process.

Adjuster currently handling this customer file:

Claims Office: 001

Adjuster's Name: Fitzgerald, Neil

Select the adjuster you want to transfer this customer file to:

Claims Office:

Adjuster's Name:

<< CANCEL PROCESS

FIG. 124

Cancel Authorization Activity Diagram

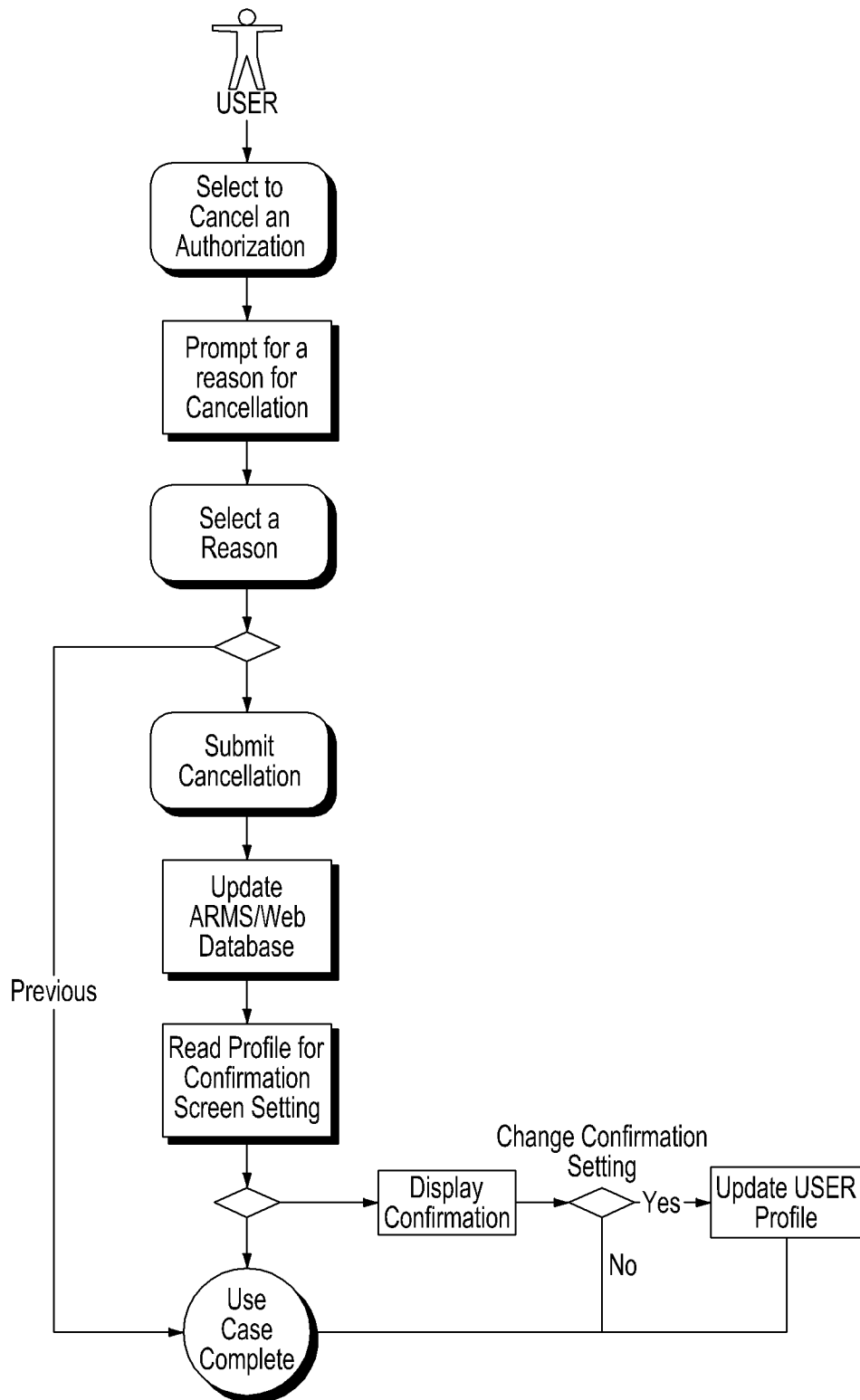
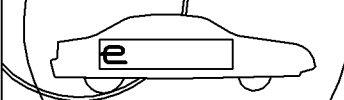


FIG. 125

Cancel Item

Cancel Direct Bill Authorization

You have chosen to cancel the following item.

<u>Renter's Name</u>	<u>Claim #</u>
Weber, Andrew	364829484092223542

Reason:

Comment:

FIG. 126

View Customer File Activity Diagram

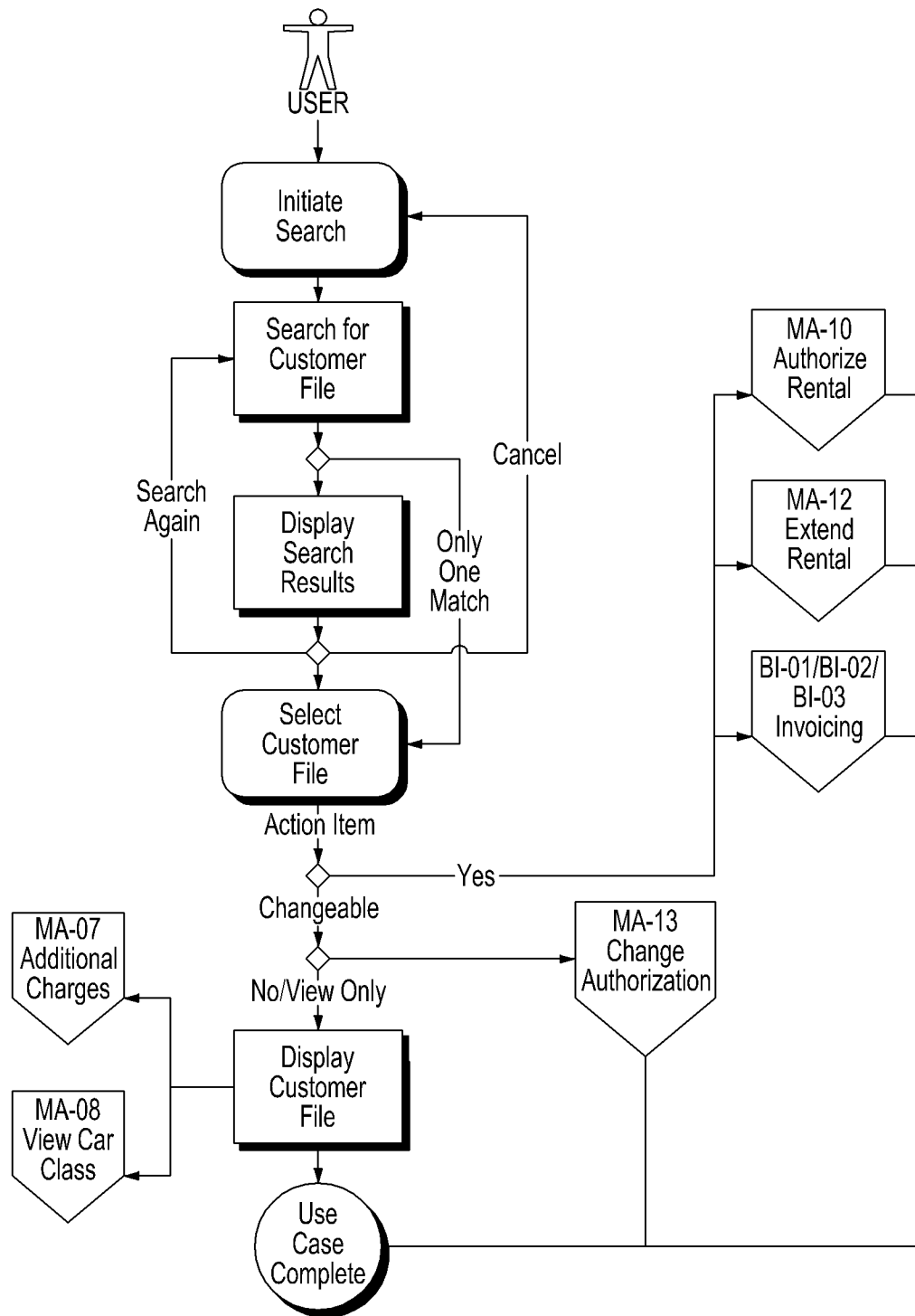
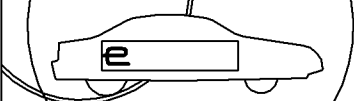


FIG. 127



Welcome to the Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER

action items
completed actions
reports
my profile
help

Claims office:

Handling for:

come back, Fitzgerald, Neil.

ow please find the action items that require you attention.

the Action Items, click the column title of your chosen sorting method
sort by date, click "DATE RECEIVED")

<u>DATE RECEIVED</u>	<u>RENTER'S NAME</u>	<u>CLAIM NUMBER</u>	<u>ADJUSTER</u>
-23-00	Hanks, Tom	234589871	Fitzgerald, Neil
-01-00	Bowie, David	234589871	Fitzgerald, Neil
-01-00	Simpson, Homer	754589877	Fitzgerald, Neil
-01-00	Weber, Andrew	754589877	Fitzgerald, Neil
-01-00	Crystal, Billy	235469871	Fitzgerald, Neil
-15-00	(5) Invoices		Fitzgerald, Neil
-15-00	(7) Action Items		Unassigned

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FIG. 128



	Welcome to the Automated Rental Management System
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="display: flex; gap: 10px;"> create a RESERVATION find a CUSTOMER </div> <div style="display: flex; gap: 10px; font-size: 0.8em;"> action items completed actions reports my profile help </div> </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> Claims office: 001 Handling for: Yourself </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> Customer File: for Bowie, David Claim No. 323232323232 PREVIOUS </div>	
<p style="margin: 0;">Go to Invoice</p>	
<div style="display: flex;"> <div style="flex: 1;"> <p>RENTER INFORMATION:</p> <p>Bowie, David 1735 N. Paulina St. Chicago, IL 60622 Renter Type: Claimant</p> </div> <div style="flex: 1; padding-left: 20px;"> <p>Home: (773) 564-6054 Work: (773) 395-6200 Email: dbowie@zefer.com Requested email confirmation</p> </div> </div>	
<div style="display: flex;"> <div style="flex: 1;"> <p>RENTAL INFORMATION:</p> <p>Authorized Rental: Authorized Class: Standard Days/Rate: 3 days @ \$21.99/day Current Class: Full-Size</p> </div> <div style="flex: 1; padding-left: 20px;"> <p>Enterprise Rent-A-Car Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400</p> </div> </div>	
<p>Rental Date: 03/28/2000 Start Date: 03/30/2000</p>	
<div style="display: flex;"> <div style="flex: 1;"> <p>CLAIM INFORMATION:</p> <p>Claim Number: 3232323232323 Insured Name: Lalumandier, Craig Owner's vehicle: GMC Suburban 1999 Date of Loss: 03/28/2000 Vehicle Condition: Non-Drivable</p> </div> <div style="flex: 1; padding-left: 20px;"> <p>Repair Facility: Elco Chevrolet Chicago, IL 60621 (773)334-9832</p> </div> </div>	
<p>NOTEBOOK:</p> <p>Invoice Paid: 536.13 on 6/20/00 Message, Belanger, Hughes, 2/20/00 Note from Enterprise, Sarussi, Marty, 2/21/00 Extension Request, 2/24/00 Extension, 2/25/00</p>	
<div style="display: flex; justify-content: space-between; align-items: center;"> top of page <div style="text-align: right;"> <p>FIG. 129(b)</p>  </div> </div>	

FIG. 129(a)

FIG. 129(a)

Invoicing: [PRINTER FRIENDLY PAGE](#) ☐ Print Rental History too
 [Use the "Print" button from your browser after clicking the "Printer-Friendly Version" button.]

RENTAL:
 Enterprise Rent-A-Car Location:
 6850 Ladue Rd.
 Saint Louis, MO 631240001
 (314) 512-0294

INVOICE:
 Reference: PPGM D073082
 Invoice Date: 02/10/00
 Federal ID: 4800791835

Authorized
 Authorized Period: 02/10/00 to 03/01/00 (20 days)
 Days 20
 Rate 22.99
 Direct Bill Percent 100%
 Total authorized: 459.8 Plus Tax & Surcharges

CLAIM:
 Renter: Weber, Andrew
 Claim Number: 5698754821
 Claim Type: Claimant
 Vehicle Condition: Non-Driveable
 Date of Loss: 02/05/00
 Insured Name: Smith, Bob

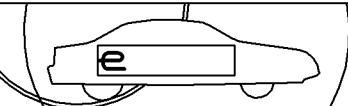
Actual Rental
 Rental Period: 02/10/00 to 03/01/00 (20 days)
 Billed Period: 02/10/00 to 03/01/00 (20 days)
 Actual Days:
 Actual Days:
 20 @ \$22.99/day = \$505.78
 Direct Bill Percent 100%
 Sales Tax (6%) = \$30.35
 Total Charges: \$536.13
 Amount Received: \$0.00
 Total Due: \$536.13

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[PREVIOUS](#)

FIG. 129(b)



Welcome to the Automated Rental Management System

[create a
RESERVATION](#)
[find a
CUSTOMER](#)

[action items](#) | [completed actions](#) | [reports](#) | [my profile](#) | [help](#)

Claims office: Handling for:

There was more than one possible match for the items you searched for.
Please choose from the results below or [Search Again](#)

Search Results: You requested a search for: Abrahm, Alice
Adjuster Name: Summer

Items Searched: All Files

Renter's Name	Claim Number	File Type	Loss Date	Last Date Authorized
Abott, Jim	32132541	Extension	03/25/2000	04/15/2000
Baker, Kim	44557754	Reservation	04/02/2000	
Brooks, Jill	78155458	Closed	01/15/2000	01/25/2000
Camren, Rob	77854121	Direct Bill Request	04/25/2000	
Colins, Mark	44765571	Open (customer in car)	04/21/2000	04/29/2000
Franklin, Neil	45222173	Closed	02/10/2000	02/28/2000
Froghammer, Freddy	66475578	Closed	01/09/1999	01/30/1999
Hanks, Tom	765849322-001	Direct Bill Request	04/23/2000	
Hanks, Sophia	880254321	Open (customer in car)	04/16/2000	04/30/2000
Jones, Bob	880234213	Open (customer in car)	04/18/2000	04/21/2000

25 items in the list
Matches 1-10 of 25
[View next 10 >>](#)

Would you like another search?

Last Name:

First Name:

Claim Number:

Confirmation Number:

Adjuster Last Name:

Last Date Authorized:

Status:

[top of page](#)

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Handle Unapproved Invoices Activity Diagram

FIG. 131(b)

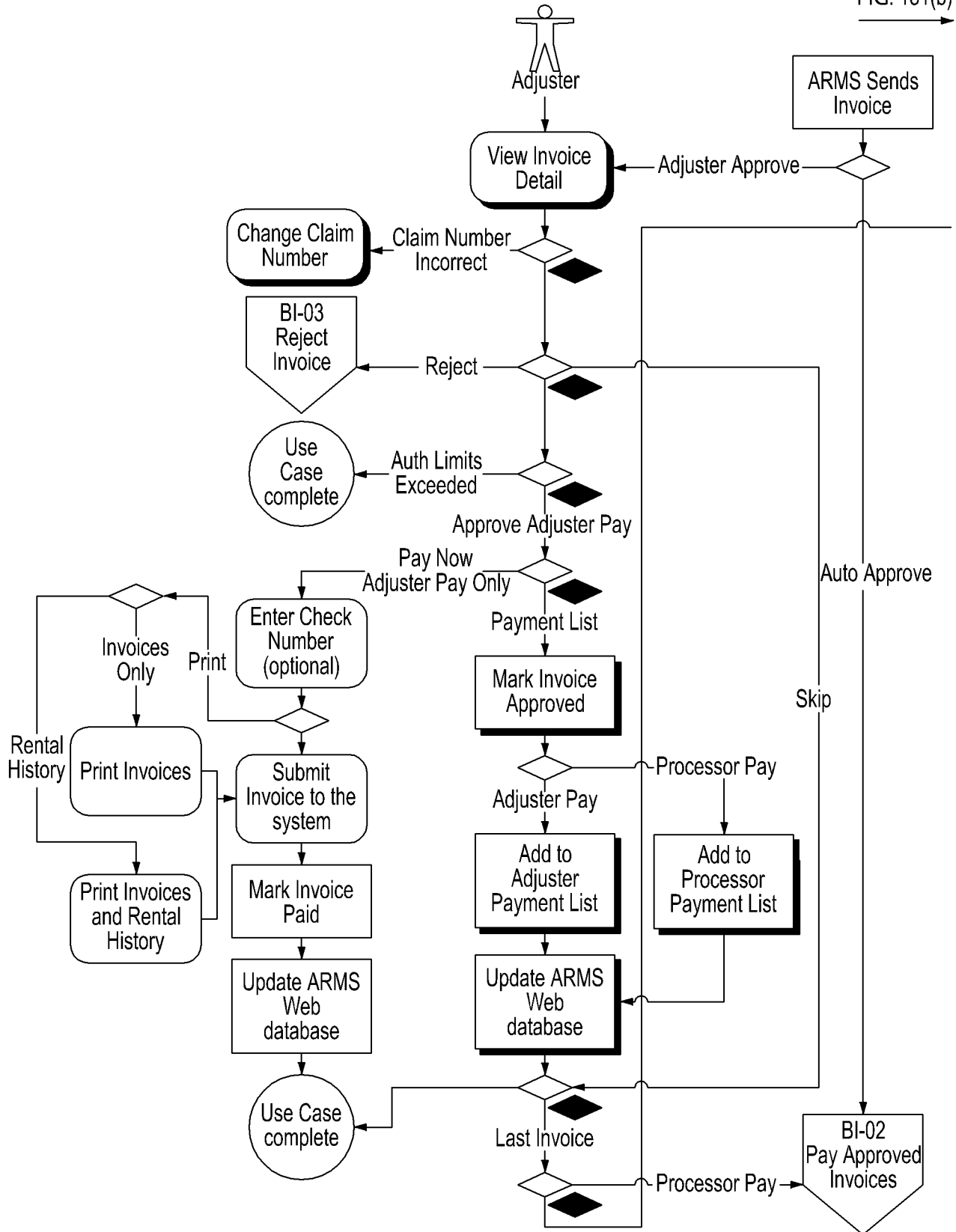


FIG. 131(a)

FIG. 131(a)

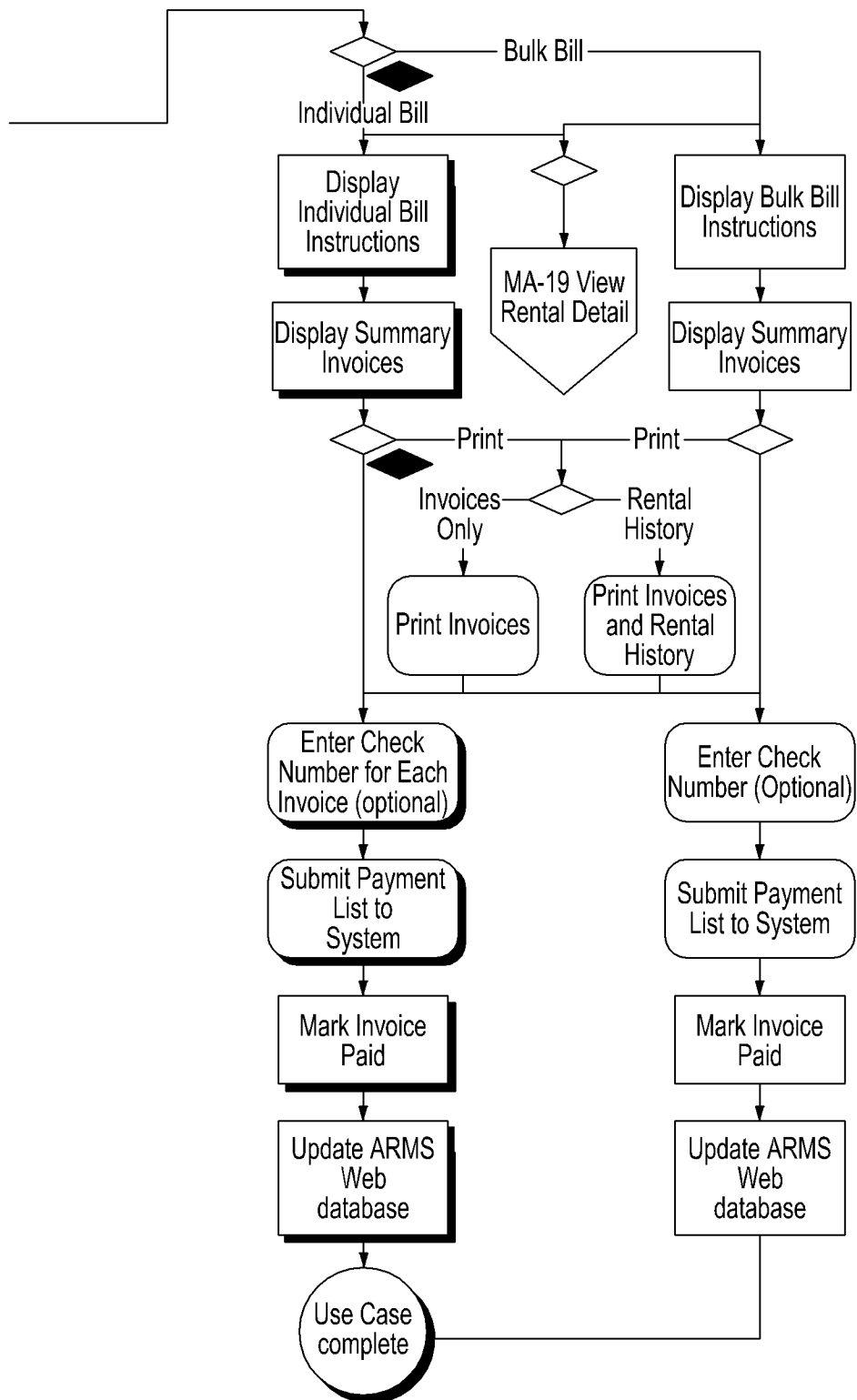
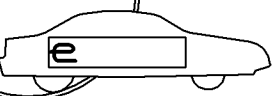


FIG. 131(b)

	Welcome to the Automated Rental Management System																										
<div style="display: flex; justify-content: space-around; font-size: small;"> create a RESERVATION find a CUSTOMER action items completed actions reports my profile help </div>																											
Claims office: 001 Handling for: Yourself TRANSFER FILE																											
Invoicing: for Weber, Andrew Claim no. 765849322-001 INDIVIDUAL PAYMENT																											
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> PRINTER FRIENDLY PAGE <input type="checkbox"/> Print Rental History too [Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.] ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us. </div>	Total due: \$536.13 Check number for your payment: Please include this reference number on your check: PPGM D073082 Federal ID: 4800791835 Send payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001																										
REJECT PAY NOW ADD TO PAYMENT LIST SKIP >>																											
RENTAL: Enterprise Rent-A-Car Location: 6850 Ladue Rd. Saint Louis, MO 631240001 (314) 512-0294 Authorized Authorized Period: 02/10/00 to 03/01/00 (20 days) <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">Days</td> <td style="text-align: right;">20</td> </tr> <tr> <td>Rate</td> <td style="text-align: right;">22.99</td> </tr> <tr> <td>Direct Bill Percent</td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Total authorized:</td> <td style="text-align: right;">459.8 Plus Tax & Surcharges</td> </tr> </table> Actual Rental Rental Period: 02/10/00 to 03/01/00 (20 days) Billed Period: 02/10/00 to 03/01/00 (20 days) <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">Actual Days:</td> <td></td> <td></td> </tr> <tr> <td>20 @ \$22.99/day =</td> <td></td> <td style="text-align: right;">\$505.78</td> </tr> <tr> <td>Direct Bill Percent</td> <td></td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Total Charges:</td> <td></td> <td style="text-align: right;">\$536.13</td> </tr> <tr> <td>Amount Received:</td> <td></td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Total Due:</td> <td></td> <td style="text-align: right;">\$536.13</td> </tr> </table>	Days	20	Rate	22.99	Direct Bill Percent	100%	Total authorized:	459.8 Plus Tax & Surcharges	Actual Days:			20 @ \$22.99/day =		\$505.78	Direct Bill Percent		100%	Total Charges:		\$536.13	Amount Received:		\$0.00	Total Due:		\$536.13	INVOICE: Reference: PPGM D073082 Invoice Date: 02/10/00 Federal ID: 4800791835 CLAIM: Renter: Weber, Andrew Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Non-Driveable Date of Loss: 02/05/00 Insured Name: Smith, Bob
Days	20																										
Rate	22.99																										
Direct Bill Percent	100%																										
Total authorized:	459.8 Plus Tax & Surcharges																										
Actual Days:																											
20 @ \$22.99/day =		\$505.78																									
Direct Bill Percent		100%																									
Total Charges:		\$536.13																									
Amount Received:		\$0.00																									
Total Due:		\$536.13																									
NOTEBOOK: Reservation for Weber, Andrew 2/21/00 Diary Note, Marty Sarussi, 2/21/00 Extension request, 2/24/00																											
REJECT PAY NOW ADD TO PAYMENT LIST SKIP >>																											
➔ top of page Contact Us Terms & Conditions Log Off																											

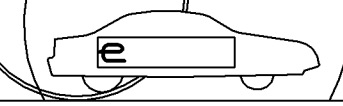
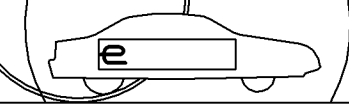
	Welcome to the Automated Rental Management System																				
<div style="display: flex; justify-content: space-around; font-size: small;"> create a RESERVATION find a CUSTOMER action items completed actions reports my profile help </div>																					
Claims office: 001 Handling for: Yourself TRANSFER FILE																					
Invoicing: for Weber, Andrew Claim no. 765849322-001 INDIVIDUAL PAYMENT																					
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> PRINTER FRIENDLY PAGE <input type="checkbox"/> Print Rental History too [Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.] ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us. </div>	Total due: \$536.13 Check number for your payment: <div style="border: 1px solid black; width: 80px; height: 20px; display: inline-block;"></div> Please include this reference number on your check: PPGM D073082 Federal ID: 4800791835 Send payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001																				
<div style="display: flex; justify-content: flex-end; gap: 10px;"> REJECT PAY NOW ADD TO PAYMENT LIST SKIP >> </div>																					
RENTAL: Enterprise Rent-A-Car Location: 6850 Ladue Rd. Saint Louis, MO 631240001 (314) 512-0294 Authorized Authorized Period: 02/10/00 to 03/01/00 (20 days) <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">Days</td> <td style="text-align: right;">20</td> </tr> <tr> <td>Rate</td> <td style="text-align: right;">22.99</td> </tr> <tr> <td>Direct Bill Percent</td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Total authorized:</td> <td style="text-align: right;">459.8 Plus Tax & Surcharges</td> </tr> </table> Actual Rental Rental Period: 02/10/00 to 03/01/00 (20 days) Billed Period: 02/10/00 to 03/01/00 (20 days) <table style="width: 100%; border: none;"> <tr> <td colspan="2">Actual Days:</td> </tr> <tr> <td style="width: 30%;">20 @ \$22.99/day =</td> <td style="text-align: right;">\$505.78</td> </tr> <tr> <td>Direct Bill Percent</td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Total Charges:</td> <td style="text-align: right;">\$536.13</td> </tr> <tr> <td>Amount Received:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Total Due:</td> <td style="text-align: right;">\$536.13</td> </tr> </table>	Days	20	Rate	22.99	Direct Bill Percent	100%	Total authorized:	459.8 Plus Tax & Surcharges	Actual Days:		20 @ \$22.99/day =	\$505.78	Direct Bill Percent	100%	Total Charges:	\$536.13	Amount Received:	\$0.00	Total Due:	\$536.13	INVOICE: Reference: PPGM D073082 Invoice Date: 02/10/00 Federal ID: 4800791835 CLAIM: Renter: Weber, Andrew Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Non-Driveable Date of Loss: 02/05/00 Insured Name: Smith, Bob
Days	20																				
Rate	22.99																				
Direct Bill Percent	100%																				
Total authorized:	459.8 Plus Tax & Surcharges																				
Actual Days:																					
20 @ \$22.99/day =	\$505.78																				
Direct Bill Percent	100%																				
Total Charges:	\$536.13																				
Amount Received:	\$0.00																				
Total Due:	\$536.13																				
NOTEBOOK: Reservation for Weber, Andrew 2/21/00 Diary Note, Marty Sarussi, 2/21/00 Extension request, 2/24/00																					
<div style="display: flex; justify-content: flex-end; gap: 10px;"> REJECT PAY NOW ADD TO PAYMENT LIST SKIP >> </div>																					
<div style="display: flex; justify-content: space-between;"> top of page Contact Us Terms & Conditions Log Off </div>																					

FIG. 134

	Welcome to the Automated Rental Management System																		
<div style="display: flex; justify-content: space-around; font-size: small;"> create a RESERVATION find a CUSTOMER action items completed actions reports my profile help </div>																			
Claims office: 001 Handling for: Yourself TRANSFER FILE																			
Invoicing: for Weber, Andrew Claim no. 765849322-001 INDIVIDUAL PAYMENT																			
<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;"> PRINTER FRIENDLY PAGE </div> <p><input type="checkbox"/> Print Rental History too</p> <p>[Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]</p> <p>ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us.</p>	Total due: \$536.13 Check number for your payment: Please include this reference number on your check: PPGM D073082 Federal ID: 4800791835 Send payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001																		
<div style="display: flex; justify-content: flex-end; gap: 5px;"> REJECT PAY NOW ADD TO PAYMENT LIST SKIP >> </div>																			
RENTAL: Enterprise Rent-A-Car Location: 6850 Ladue Rd. Saint Louis, MO 631240001 (314) 512-0294 Authorized Authorized Period: 02/10/00 to 03/01/00 (20 days) <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">Days</td> <td style="text-align: right;">20</td> </tr> <tr> <td>Rate</td> <td style="text-align: right;">22.99</td> </tr> <tr> <td>Direct Bill Percent</td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Total authorized:</td> <td style="text-align: right;">459.8 Plus Tax & Surcharges</td> </tr> </table> Actual Rental Rental Period: 02/10/00 to 03/01/00 (20 days) Billed Period: 02/10/00 to 03/01/00 (20 days) Actual Days: <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">20 @ \$22.99/day =</td> <td style="text-align: right;">\$505.78</td> </tr> <tr> <td>Direct Bill Percent</td> <td style="text-align: right;">100%</td> </tr> <tr> <td>Total Charges:</td> <td style="text-align: right;">\$536.13</td> </tr> <tr> <td>Amount Received:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Total Due:</td> <td style="text-align: right;">\$536.13</td> </tr> </table>	Days	20	Rate	22.99	Direct Bill Percent	100%	Total authorized:	459.8 Plus Tax & Surcharges	20 @ \$22.99/day =	\$505.78	Direct Bill Percent	100%	Total Charges:	\$536.13	Amount Received:	\$0.00	Total Due:	\$536.13	INVOICE: Reference: PPGM D073082 Invoice Date: 02/10/00 Federal ID: 4800791835 CLAIM: Renter: Weber, Andrew Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Non-Driveable Date of Loss: 02/05/00 Insured Name: Smith, Bob
Days	20																		
Rate	22.99																		
Direct Bill Percent	100%																		
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20 @ \$22.99/day =	\$505.78																		
Direct Bill Percent	100%																		
Total Charges:	\$536.13																		
Amount Received:	\$0.00																		
Total Due:	\$536.13																		
NOTEBOOK: Reservation for Weber, Andrew 2/21/00 Diary Note, Marty Sarussi, 2/21/00 Extension request, 2/24/00																			
<div style="display: flex; justify-content: flex-end; gap: 5px;"> REJECT PAY NOW ADD TO PAYMENT LIST SKIP >> </div>																			
<div style="display: flex; justify-content: space-between; align-items: center;"> ➤ top of page Contact Us Terms & Conditions Log Off </div>																			

New Sheet

Pay Unapproved Invoices Activity Diagram

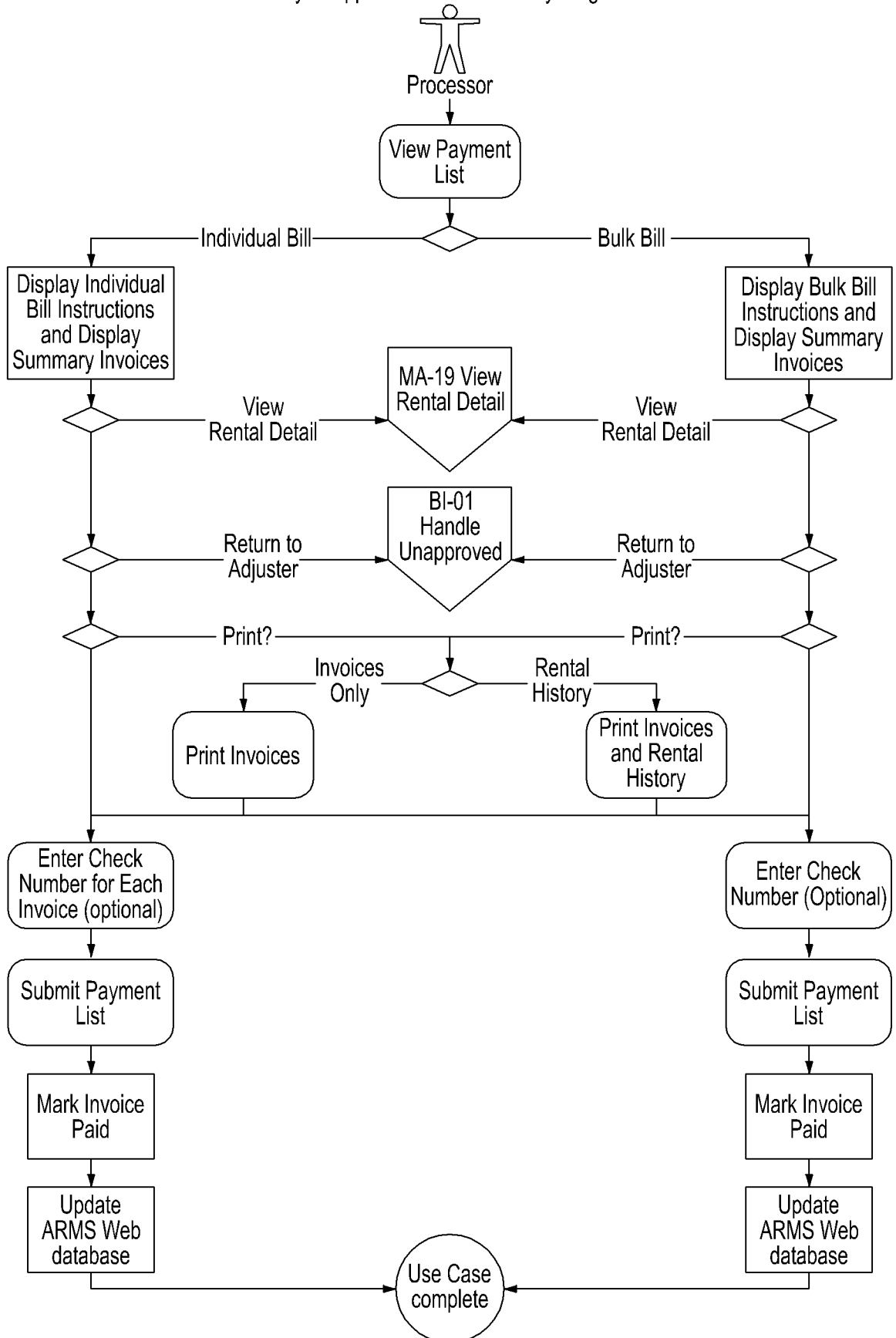


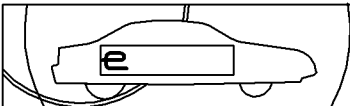


FIG. 136

	<h2 style="margin: 0;">Welcome to the Automated Rental Management System</h2>
<div style="display: flex; justify-content: space-between; padding: 5px;"> create a RESERVATION find a CUSTOMER action items completed actions reports my profile help </div>	
Claims office: 001 Handling for: Yourself	
Invoicing: INDIVIDUAL PAYMENT LIST	
<div style="display: flex; justify-content: space-between;"> <div> <p>Checklist:</p> <p>ARMS does not PAY your invoices.</p> <p>Please make sure you complete the appropriate actions in (customer system's name) to route the payment to us.</p> <p>You may also choose to complete this transaction at a later time.</p> </div> <div style="text-align: right;"> <p><input type="checkbox"/> Print Rental History too</p> <p>[Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]</p> </div> </div>	
<div style="display: flex; justify-content: flex-end; gap: 10px;"> PRINTER FRIENDLY PAGE </div>	
<p><u>Weber, Andrew</u></p> <p>Invoice 1</p> <p>Invoice: PPGM D073082</p> <p>Federal ID: 48-0791835</p> <p>Invoice Date: 10/22/99</p> <p>Claim</p> <p>Claim Number: 5698754821</p> <p>Claim Type: Claimant</p> <p>Vehicle Condition: Driveable</p> <p>Date of Loss: 10/10/99</p> <p>Rental Branch Location:</p> <p>6850 Ladue Rd.</p> <p>St. Louis, MO 63124-0001</p> <p>314-512-0294</p>	<div style="display: flex; flex-direction: column; gap: 10px;"> <div>① Please include this reference number on your check: 567347585</div> <div>② Remit to: Enterprise Rent-A-Car</div> <div>③ Total Amount: \$536.13</div> <div>④ Enter the check number for your payment here: <div style="border: 1px solid black; height: 20px; width: 150px; margin-top: 5px;"></div></div> <div>⑤ Send Payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001</div> </div>
RETURN TO ADJUSTER	
<p><u>Crystal, Billy</u></p> <p>Invoice 2</p> <p>Invoice: PPGM D073082</p> <p>Federal ID: 48-0791835</p> <p>Invoice Date: 10/22/99</p> <p>Claim</p> <p>Claim Number: 56987987655</p> <p>Claim Type: Claimant</p> <p>Vehicle Condition: Driveable</p> <p>Date of Loss: 10/10/99</p> <p>Rental Branch Location:</p> <p>234 Bonhomme St.</p> <p>Clayton, MO 63100-2011</p> <p>314-539-9899</p>	<div style="display: flex; flex-direction: column; gap: 10px;"> <div>① Please include this reference number on your check: 56789876</div> <div>② Remit to: Enterprise Rent-A-Car</div> <div>③ Total Amount: \$536.13</div> <div>④ Enter the check number for your payment here: <div style="border: 1px solid black; height: 20px; width: 150px; margin-top: 5px;"></div></div> <div>⑤ Send Payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001</div> </div>
RETURN TO ADJUSTER	
<div style="display: flex; justify-content: flex-end; gap: 10px;"> CONFIRM PAYMENT PAY LATER </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> ➤ top of page Contact Us Terms & Conditions Log Off </div>	

	Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER	action items completed actions reports my profile help
Invoicing: BULK PAYMENT LIST GEICO		
Claims office: 001 Handling for: Yourself		
<div style="display: flex; justify-content: space-between;"> <div> <p>Checklist:</p> <p>ARMS does not PAY your invoices.</p> <p>Please make sure you complete the appropriate actions in (customer system's name) to route the payment to us.</p> <p>You may also choose to complete this transaction at a later time.</p> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> PRINTER FRIENDLY PAGE </div> <div> <p><input type="checkbox"/> Print Rental History too</p> <p>[Use the "Print" button form your browser after clicking the "Printer Friendly Page" button.]</p> </div> </div>		
<u>Weber, Andrew</u>	Invoice 1 Invoice: PPGM D073082 Federal ID: 48-0791835 Invoice Date: 10/22/99 Claim Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Driveable Date of Loss: 10/10/99 Adjuster: Fitzgerald, Neil Claims Office: 001	Rental Branch Location 6850 Ladue Rd. St. Louis, MO 63124-4001 314-512-0294 Total Amount: \$512.36
<div style="display: flex; justify-content: space-between;"> RETURN TO ADJUSTER RETURN TO ADJUSTER </div>		
<u>Crystal, Billy</u>	Invoice 2 Invoice: PPGM D073082 Federal ID: 48-0791835 Invoice Date: 10/22/99 Claim Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Driveable Date of Loss: 10/10/99 Adjuster: Fitzgerald, Neil Claims Office: 001	Rental Branch Location: 234 Bonhomme St. Clayton, MO 63100-2011 314-539-9899 Total Amount: \$512.36
<div style="display: flex; justify-content: space-between;"> RETURN TO ADJUSTER RETURN TO ADJUSTER </div>		
<div style="text-align: right;"> <p>① Please include this reference number on your check: 567347585</p> <p>② Remit to: Enterprise Rent-A-Car</p> <p>③ 2 invoices Total Amount: \$536.13</p> <p>④ Enter the check number for your payment here: <div style="border: 1px solid black; width: 150px; height: 20px; margin: 5px 0;"></div> </p> <p>⑤ Send Payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001</p> </div>		
<div style="display: flex; justify-content: space-between; align-items: center;"> ⬅ top of page <div style="text-align: center;"> CONFIRM PAYMENT PAY LATER </div> </div>		
Contact Us Terms & Conditions Log Off		



Return Billing

Return Billing

You've chosen to return the following invoice.

Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	569873451	\$271.14

Reason for return: Rental start date before date of loss

Comments:

<< CANCEL

RETURN TO ADJUSTER

FIG. 139

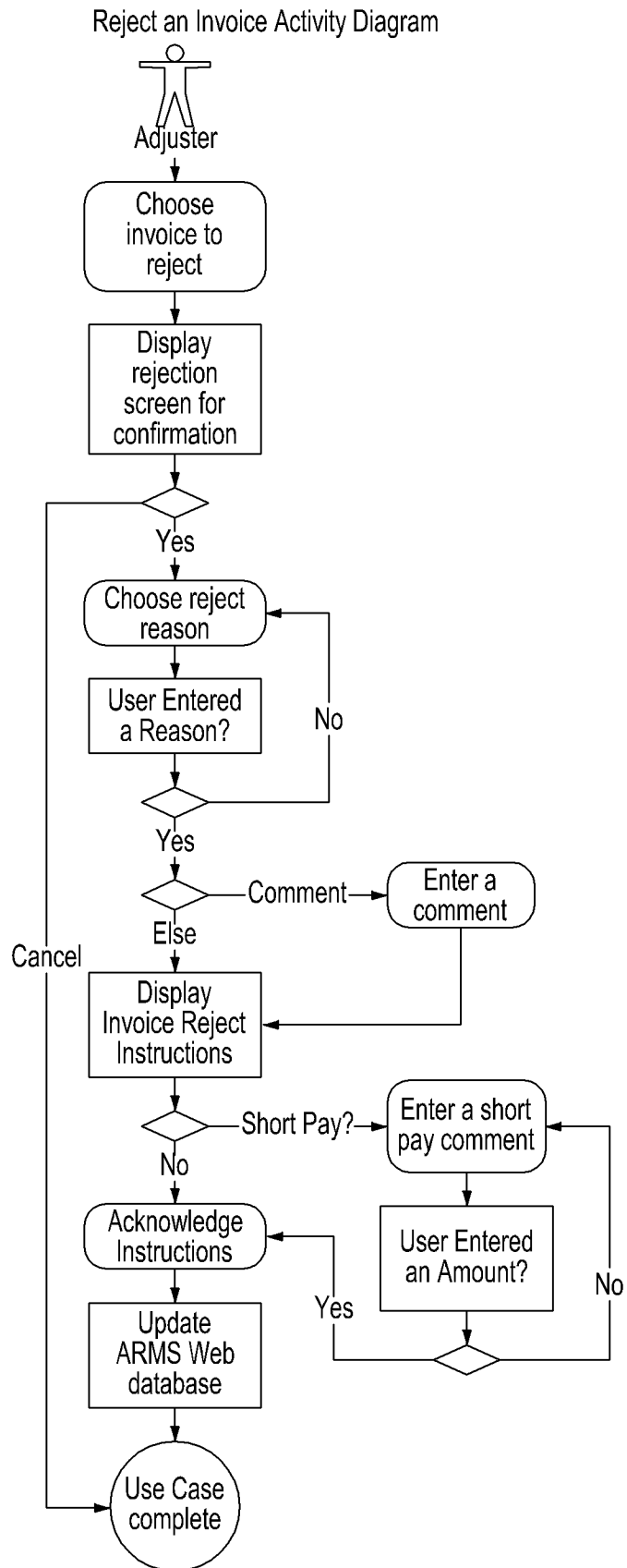




FIG. 140

Address  http://grace/armsweb/fp/Iteration_1/rejectBillingPage1.html




Reject Billing

Reject Billing

You've chosen to reject the following invoice.

Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	5698754821	\$271.18

Reason for rejection:

Manual Payment 

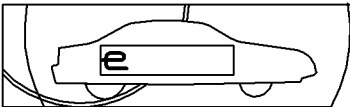
Comments:

Enterprise goes to extreme lengths to ensure that your invoice is calculated correctly, are you sure that you would like to reject?

<< CANCEL

CONTINUE >>

FIG. 141



Reject Billing

Reject Billing

You've chosen to reject the following invoice.

Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	5698754821	\$271.18

Amount you are paying:

To complete this process, please contact the rental branch location listed below:
Enterprise Rent-A-Car
600 New Haven Rd.
Charlotte, NC 28210
704-553-2001

<< CANCEL

REJECT INVOICE >>

FIG. 142

Callbacks Activity Diagram

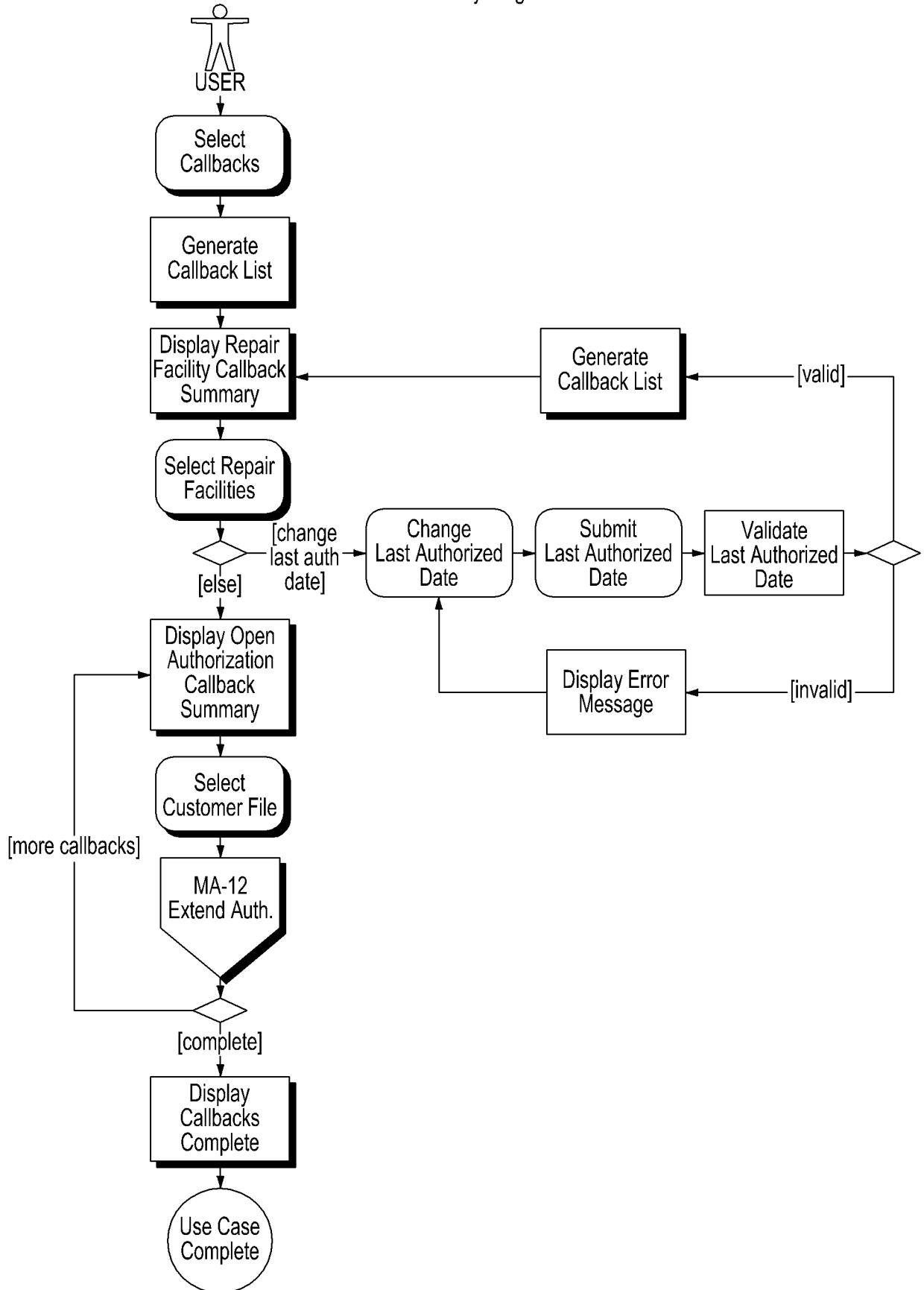


FIG. 143

<input type="checkbox"/>	<u>Bob's Autobarn</u>	333-377-2091	1
<input checked="" type="checkbox"/>	<u>Johnson Glass</u>	333-397-9000	3
<input type="checkbox"/>	<u>Wagonhaus</u>	333-521-2029	2

PROCESS

FIG. 144

Generate Personal Report Activity Diagram

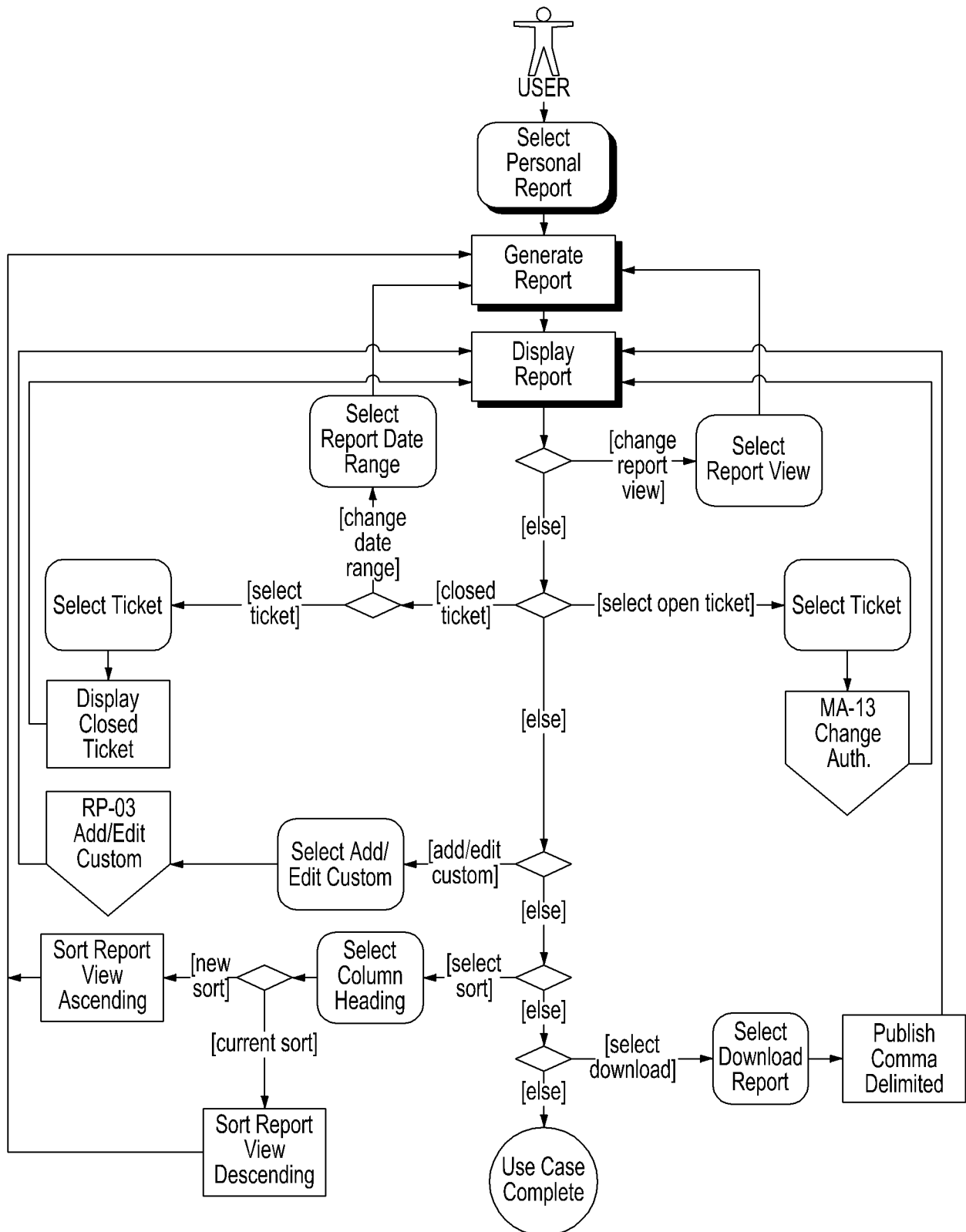
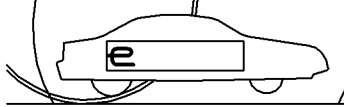


FIG. 145



Welcome to the Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER

action items
completed actions
reports
my profile
help

Office: 001 Handling for: Yourself

Personal Reports: for <Report By> as of <Time/Date Stamp>
 <Report Type>
Choose a different report

[Click on the column heading to sort] [Go to Report Averages](#)

<Column 1>	<Column 2>	<Column 3>	<Column 4>	<Column 5>	<Column 6>	<Column 7>	<Column 8>	<Column 9>	<Column 10>
1 Walker, L	12345678901234567890	Insured	15	13	1	2	20.00	YES	\$260.00
1 Oquendo, J	12345678901234567891	Insured	13	12	0	1	25.00	YES	\$300.00
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	0	16.99	NO	\$220.87
McGwire, M	12345678901234567892	Uninsured	5	12	0	0	19.99	NO	\$239.88
Lankford, R	12345678901234567891	Claimant	7	15	0	0	23.99	YES	\$359.85
Jordan, B	12345678901234567891	Claimant	8	15	1	0	21.99	NO	\$329.85
Totals 6 Customer Files		Averages	7.16	13.33	.33	0.5	21.32		\$285.08

[top of page](#)
 View a different report:

*Excludes taxes and government surcharges.
[Download this report](#)

Select a view: Open Ticket Summary
 Show Only: All Claim Types
 For Closed Tickets, please select a time period:
 From: January 2000
 To: March 2000 VIEW REPORT

[top of page](#)

[Contact Us](#) | [Terms & Conditions](#)

FIG. 146

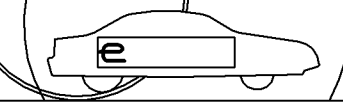
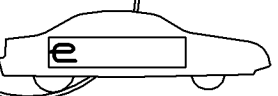
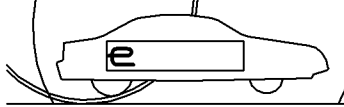
		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 003		Handling for: Yourself				
Authorize Direct Bill: for Reed, Keith Claim no. 123-9829 CUSTOMER FILE						
Direct Bill Requested for: Claim Number: <input type="text" value="123-9829"/>				Claim Type: <input type="text" value="Insured"/>		
<input type="text"/> days @ <input type="text" value="Economy/18.99"/> VIEW CARS				Note to Enterprise:		
Policy: Daily rate/ Maximum dollars <input type="text" value="Please chose a rate."/>				<div></div>		
Direct Bill%: <input type="text" value="100"/>						
Vehicle Condition: <input type="text" value="Please select a condition"/>				Note to Self Only:		
Date of Loss: <input type="text" value="September"/> <input type="text" value="20"/> <input type="text" value="2000"/> <input type="text"/>				<div></div>		
Date Rental Needed: <input type="text" value="September"/> <input type="text" value="22"/> <input type="text" value="2000"/> <input type="text"/>						
Insured Name: Last: <input type="text"/> First: <input type="text"/>						
Messages:						
Go to Notebook				CANCEL PROCESS		
[Change or Add]						
RENTER INFORMATION:						
Keith Reed				Home: (314)555-3876 Work: Work: N/A		
RENTAL INFORMATION:						
Enterprise Rent-A-Car Location:				Email: N/A		
ENTERPRISE RENT-A-CAR						
3752 BOGEY RD						
SAINT CHARLES MO 633033105						
6369463010						
ADDITIONAL CLAIM INFORMATION:						
Insured Name: N/A				Repair Facility:		
Owner's vehicle: N/A				N/A		
Date of Loss: 9/20/00						
Type of Loss:						
NOTEBOOK:						
top of page						
Contact Us Terms & Conditions Log Off						

FIG. 147(a)

		Welcome to the Automated Rental Management System	
create a RESERVATION		find a CUSTOMER	
action items		completed actions	
reports		my profile	
help			
Claims office: 003		Handling for: Yourself	
Extend Rental: for Scott Clinton Claim no. 615-3456			
CUSTOMER FILE		1 of 1	
<div style="display: flex; justify-content: space-between;"> <div> <p>Extension requested for:</p> <div style="display: flex; align-items: center;"> <input style="width: 30px; text-align: center;" type="text" value="3"/> additional authorized days @ Compact/20.99 <div style="margin-left: 5px;"> <input type="button" value="VIEW CARS"/> </div> </div> </div> <div> <p>Note to Enterprise:</p> <div style="border: 1px solid black; height: 25px; width: 100%;"></div> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <p>Messages:</p> <p>Go to Notebook</p> </div> <div> <p>Note to Self:</p> <div style="border: 1px solid black; height: 25px; width: 100%;"></div> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <p>Current Rental Status:</p> <p>Rental Start Date: 9/22/00</p> <p>Last authorized ending date: 9/26/00</p> <p>Authorized to date: 4</p> <p>Charges to Date: \$83.96*</p> <p>Direct Bill %: 100</p> <p>*Does not include taxes and surcharges</p> <p>[Change or Add]</p> </div> <div> <p>Rental Location:</p> <p>ENTERPRISE RENT-A-CAR</p> <p>(314)918-1300</p> <p>Repair Facility:</p> <p>Owner's vehicle:</p> <p>Vehicle Condition: Driveable</p> <p><input type="checkbox"/> Extend this rental</p> <div style="display: flex; justify-content: space-between;"> SET LAST DAY PROCESS </div> </div> </div>			
<p>RENTER INFORMATION:</p> <p>Scott, Clinton</p>		<p>Home: (314)555-2345</p> <p>Work: N/A</p> <p>Email: N/A</p>	
<p>RENTAL INFORMATION:</p> <p>Current Class: Compact</p> <p>Additional Charges: None</p> <p>Direct Bill %: 100</p> <p>Rental Date: 9/20/00</p> <p>Start Date: 9/21/00</p>		<p>Enterprise Rent-A-Car Location:</p> <p>ENTERPRISE RENT-A-CAR</p> <p>2229 BRENTWOOD BLVD</p> <p>SAINT LOUIS MO 631441832</p> <p>(314)918-1300</p>	
<p>ADDITIONAL CLAIM INFORMATION:</p> <p>Claim Number: 615-3456</p> <p>Claim Type: Claimant</p> <p>Insured Name:</p> <p>Owner's vehicle:</p> <p>Date of Loss: 9/21/00</p> <p>Type of Loss: Driveable</p> <p>Policy: Daily rate/</p> <p>Maximum dollars:</p>		<p>Repair Facility:</p>	
<p>NOTEBOOK:</p>			
<p>top of page</p>			
<p> Contact Us Terms & Conditions Log Off </p>			



Welcome to the Automated Rental Management System

[create a
RESERVATION](#)
[find a
CUSTOMER](#)

[action items](#) | [completed actions](#) | [reports](#) | [my profile](#) | [help](#)

Claims office: 003 Handling for: Yourself

Personal Reports: for <Report By> as of <Time/Date Stamp>
<Report Type>
[Choose a different report](#)

[Click on the column heading to sort] [Go to Report Totals](#)

<u>Renter Name</u>	<u>Claim Number</u>	<u>ClaimType</u>	<u>Billed Days</u>	<u>Authorized Days</u>	<u>Number of Extensions</u>	<u>Authorized Rate</u>	<u>Amount Received</u>
Walker, L	12345678901234567890	Insured	15	13	2	20.00	YES
Oquendo, J	12345678901234567891	Insured	13	12	1	25.00	YES
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	16.99	NO
McGwire, M	12345678901234567892	Uninsured	5	12	0	19.99	NO
Lankford, R	12345678901234567891	Claimant	7	0	0	23.99	YES
Jordan, B	12345678901234567891	Claimant	8	15	0	21.99	NO
Totals 6 Customer Files		Averages	7.16	13.33	.33	0.5	

[top of page](#)
*Excludes taxes and government surcharges.

Choose a different report: [Download this report](#)

Select a view: Open Ticket Summary ▼

For Closed Tickets, please select a time period:

From: January 2000 ▼

To: March 2000 ▼ VIEW REPORT

[top of page](#)

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FIG. 147(c)

Generate Management Report Activity Diagram

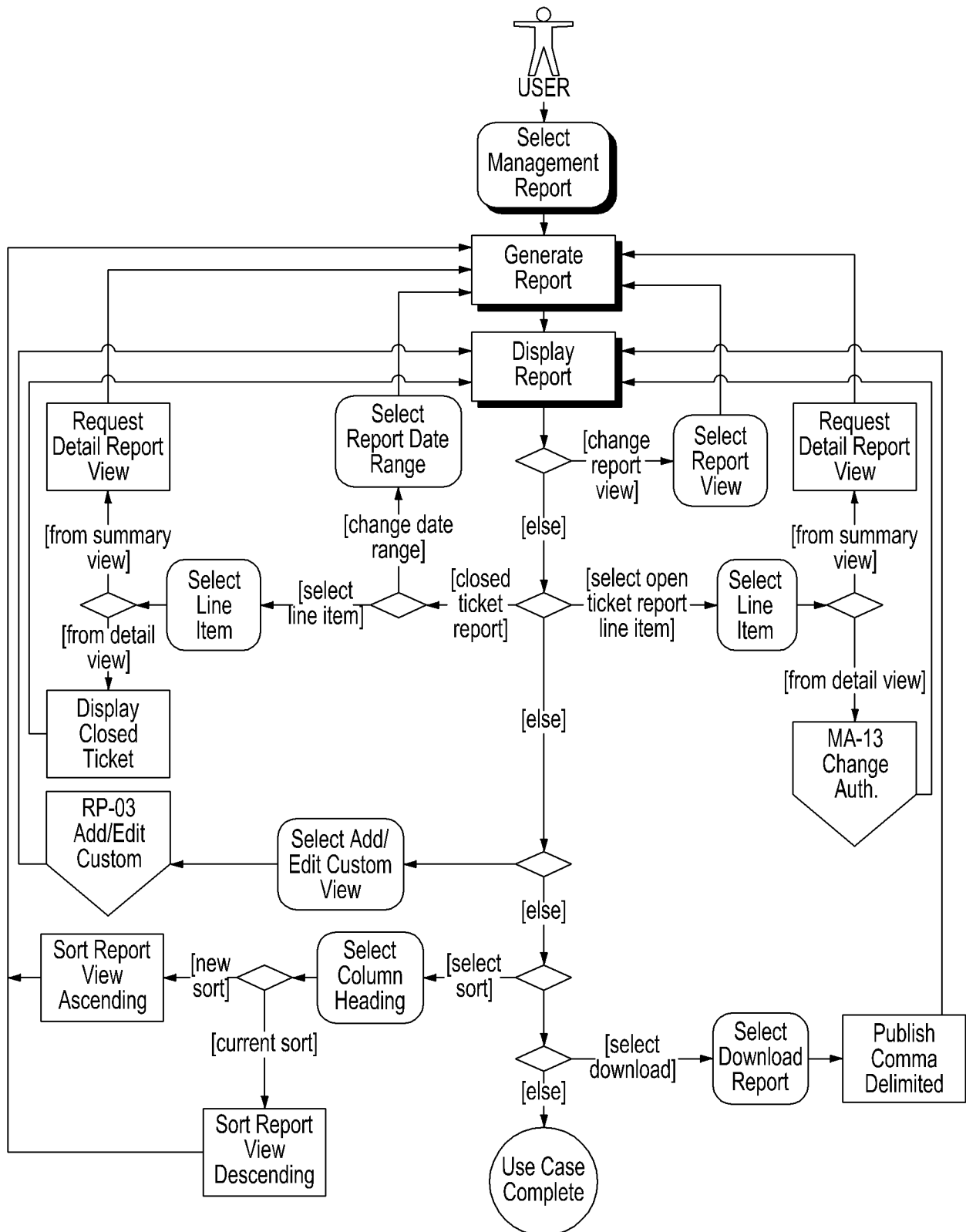


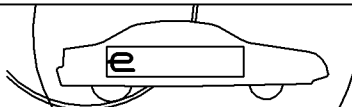
FIG. 148

New Sheet

	Report Sorted By											
	Adjuster				Repair Facility				Office			
	Open Detail	Open Summary	Closed Detail	Closed Summary	Open Detail	Open Summary	Closed Detail	Closed Summary	Open Detail	Open Summary	Closed Detail	Closed Summary
Adjuster Name	X	1	X	1					1		1	
Renter Name	1		1		1		1					
Claim Number	2		2		2		2		2		2	
Claim Type	3		3		3		3		3		3	2
Authorized Days*	6	5	6	5	6	5	6	5	6	5	6	5
Authorized Rate*	4	3	4	3	4	3	4	3	4	3	4	3
Rental Days*	5	4			5	4			5	4		
Billed Days*+			5	4			5	4			5	4
Days Behind*	7	6			7	6			7	6		
Number of Extensions*	8	7	7	6	8	7	7	6	8	7	7	6
Surcharges	9				9				9			
Authorized Amount*	10	8			10	8			10	8		
Amount Received*			9	8			9	8			9	8
Total Charges*			8	7			8	7			8	7
Billed Amount*			10	9			10	9			10	9
Total Contracts	X	2	X	2	X	2	X	2	X	2	X	X
Repair Facility Name					X	1	X	1				
Repair Facility Telephone					X		X					
Office Name									X	1	X	X
Month/Year												1

+ Not available in current state system. Being implemented by the ARMS Maintenance team.

FIG. 149



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Office: 001 Handling for: Yourself

Management Reports: for <Report By> as of <Time/Date Stamp>
<Report Type>
Choose a different report

[Click on the column heading to sort] [Go to Report Averages](#)

<Column 1>	<Column 2>	<Column 3>	<Column 4>	<Column 5>	<Column 6>	<Column 7>	<Column 8>	<Column 9>	<Column 10>
1 Walker, L	12345678901234567890	Insured	15	13	1	2	20.00	YES	\$260.00
1 Oquendo, J	12345678901234567891	Insured	13	12	0	1	25.00	YES	\$300.00
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	0	16.99	NO	\$220.87
McGwire, M	12345678901234567892	Uninsured	5	12	0	0	19.99	NO	\$239.88
Lankford, R	12345678901234567891	Claimant	7	15	0	0	23.99	YES	\$359.85
Jordan, B	12345678901234567891	Claimant	8	15	1	0	21.99	NO	\$329.85
Totals 6 Customer Files		Averages	7.16	13.33	.33	0.5	21.32		\$285.08

[top of page](#) *Excludes taxes and government surcharges.

[Download this report](#)

[<<< Previous <Report By>](#)
View a different report:

Go to: <Next Report By Item>

[Next <Report By> >>>](#)

Report by: Adjuster
 Select a view: Open Ticket Summary
 Show Only: All Claim Types
 For Closed Tickets, please select a time period:
 From: January 2000
 To: March 2000 VIEW REPORT

[top of page](#) [Contact Us](#) | [Terms & Conditions](#)

FIG. 150

Add/Edit Custom View Activity Diagram

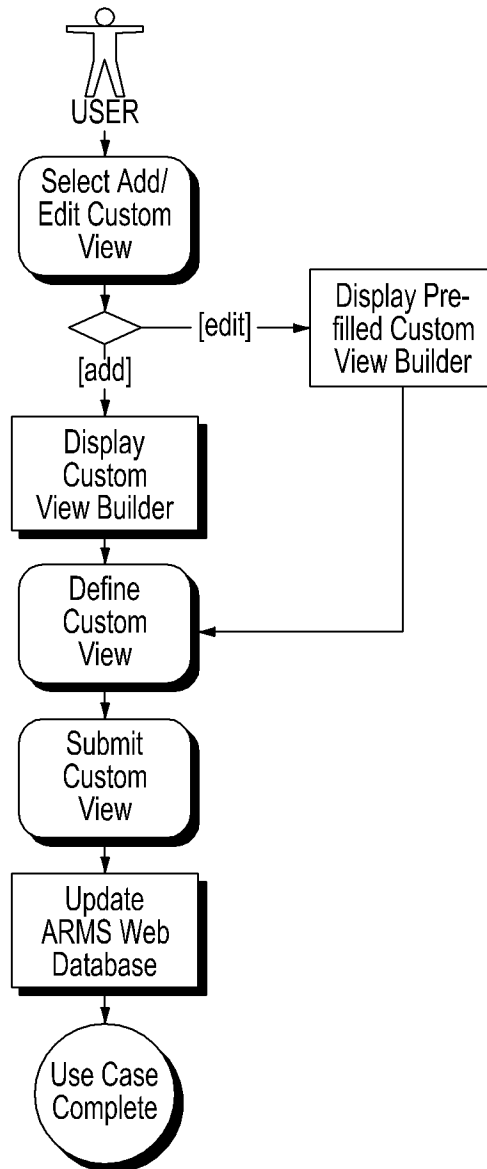
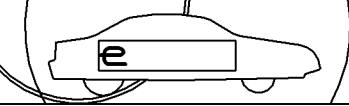


FIG. 151



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Office:

Handling for:

Reports:
Add a new report view:

Name this report:

① Choose a name for your new report.

Start from a View: (optional)

② You may choose a report view (optional).

Ticket Status:

③ Choose a ticket status.

④ Add the fields you'd like and the order you'd like to see them.

Select fields to display on report:

Available Fields

Renter Name

Claim Number

Claim Type

Billed Days

Auth. Days

Auth. Rate

Number of Extensions

Total Charges

Renter Charges

Total Billed Charges

<< REMOVE

INSERT >>

DICTIONARY

New Report Fields

Adjuster Name

Other Charges

Repair Facility

Rental Days

Renter State

Office

Rental Open Date

Rental Close Date

↑

↓

Save this report view

Close without saving

Delete this report

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FIG. 152

Maintain User Activity Diagram

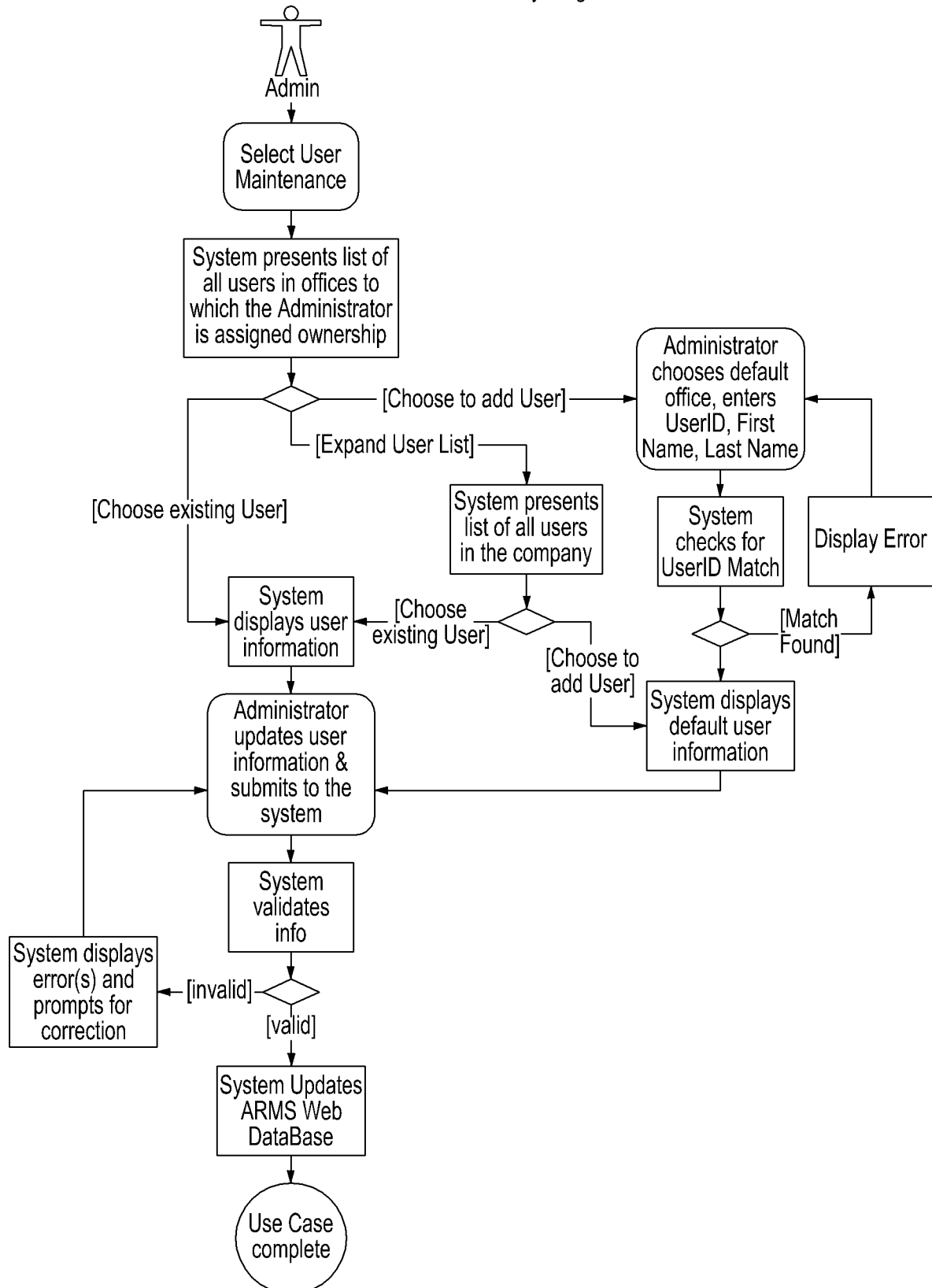
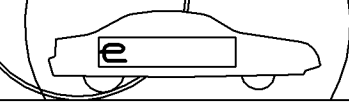


FIG. 153



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims Office: 001 Handling for: Yourself

Administration:
MODIFY USER

Create a New User/Team

Create a: ☒ New User ☐ New Team

Primary Office:
Choose an Office ▼

Last Name:

First Name:

User ID:

PROCESS

Modify/View Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Teams

Show Entire Company

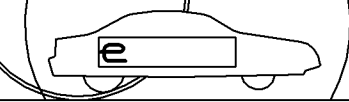
Name	User ID	Default Office	Office Description
Ⓐ <u>Apple, Bob</u>	NAT 3079	001	Ladue
<u>Abram, Sue</u>	NAT 5997	002	Ballwin
Ⓑ <u>Bagwell, Bob</u>	NAT 3079	003	Manchester
<u>Bolton, Dave</u>	NAT 9043	001	Ladue
Ⓒ <u>Chester, Don</u>	NAT 0796	002	Ballwin
Ⓓ <u>Dithers, Sezn</u>	NAT 0796	002	Ballwin

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FIG. 154



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims Office: 001 Handling for: Yourself

Administration:
MODIFY USER

Create a New User/Team

Create a: ☐ New User ☒ New Team

Primary Office:

Choose an Office ▼

 Team Name:

PROCESS

Modify/View Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Teams

Show Entire Company

Name	User ID	Default Office	Office Description
Ⓐ <u>Apple, Bob</u>	NAT 3079	001	Ladue
<u>Abram, Sue</u>	NAT 5997	002	Ballwin
Ⓑ <u>Bagwell, Bob</u>	NAT 3079	003	Manchester
<u>Bolton, Dave</u>	NAT 9043	001	Ladue
Ⓒ <u>Chester, Don</u>	NAT 0796	002	Ballwin
Ⓓ <u>Dithers, Sezn</u>	NAT 0796	002	Ballwin

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FIG. 155

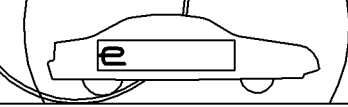
		Welcome to the Automated Rental Management System						
create a RESERVATION		find a CUSTOMER		action items	completed actions	reports	my profile	help
		Claims Office: 001		Handling for: Yourself				
Administration: MODIFY USER								
User Information:								PROCESS
Last Name: <input type="text"/>		First Name: <input type="text"/>						
User ID: <input type="text"/>		E-mail Address: <input type="text"/>						
<input checked="" type="checkbox"/> Active		<input type="checkbox"/> Reset Password						
Office:								
Primary Office: Selected Office								
Address: 123 Sesame Street								
City: NEW YORK			State/Province: NY		Post Code: 12345			
Phone Number: (314) 555-9856								
Available Offices				Authorized Offices				
<div>001 002 003 004 005</div>				<div>INSERT >> << REMOVE</div>		<div>*Selected Office</div>		
				<div>* SET PRIMARY OFFICE</div>				
Authorizations:								
Authorized Limits: <input type="text"/>		Days/Rental						
\$ <input type="text"/>		Max/Rental						
File Ownership:								
<input type="checkbox"/> Allows files and action items to be assigned to this adjuster.								
Work Authority:								
Please choose the section of ARMS this user will be able to view.								
<input checked="" type="checkbox"/> Create Reservations								
<input checked="" type="checkbox"/> Authorized/Extend Rentals								
<input checked="" type="checkbox"/> Pay Invoice								
<input checked="" type="checkbox"/> Reporting (Management)								
<input checked="" type="checkbox"/> Receive Unassigned Action Items								
<input checked="" type="checkbox"/> User Maintenance								
								PROCESS
top of page		Contact Us Terms & Conditions Log Off						

FIG. 156

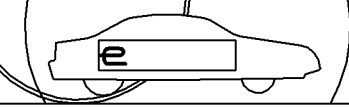
		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Administration: MODIFY TEAM		Claims Office: 001		Handling for: Y		my profile user admin log off
Team Information:						
Team Name: <input type="text"/>						
E-mail Address: <input type="text"/>						
<input checked="" type="checkbox"/> Active Team						
Office:						
Primary Office: Chicago 012 Address: 1449 Plaza Court City: Chicago State/Province: IL Post Code: 63144 Phone Number: 636-896-9898						
File Ownership:						
<input type="checkbox"/> Allow files and action items to be assigned to this team.						
Team Members:						
Available		Team Members				
<div>Frank Rizzo Phil Conners Ned Ryerson Regis Philbin Rex Kramer Jeff Everson Doris Pickerill David Fereday Oderus Urungus Flattus Maximus Johnny B. Good Captain Caveman</div>		<div><input type="button" value="INSERT >>"/> <input type="button" value=" << REMOVE"/></div> <div></div>				
						<input type="button" value="PROCESS"/>
Contact Us Terms & Conditions Log Off						

FIG. 157

New Sheet

User Profile Activity Diagram

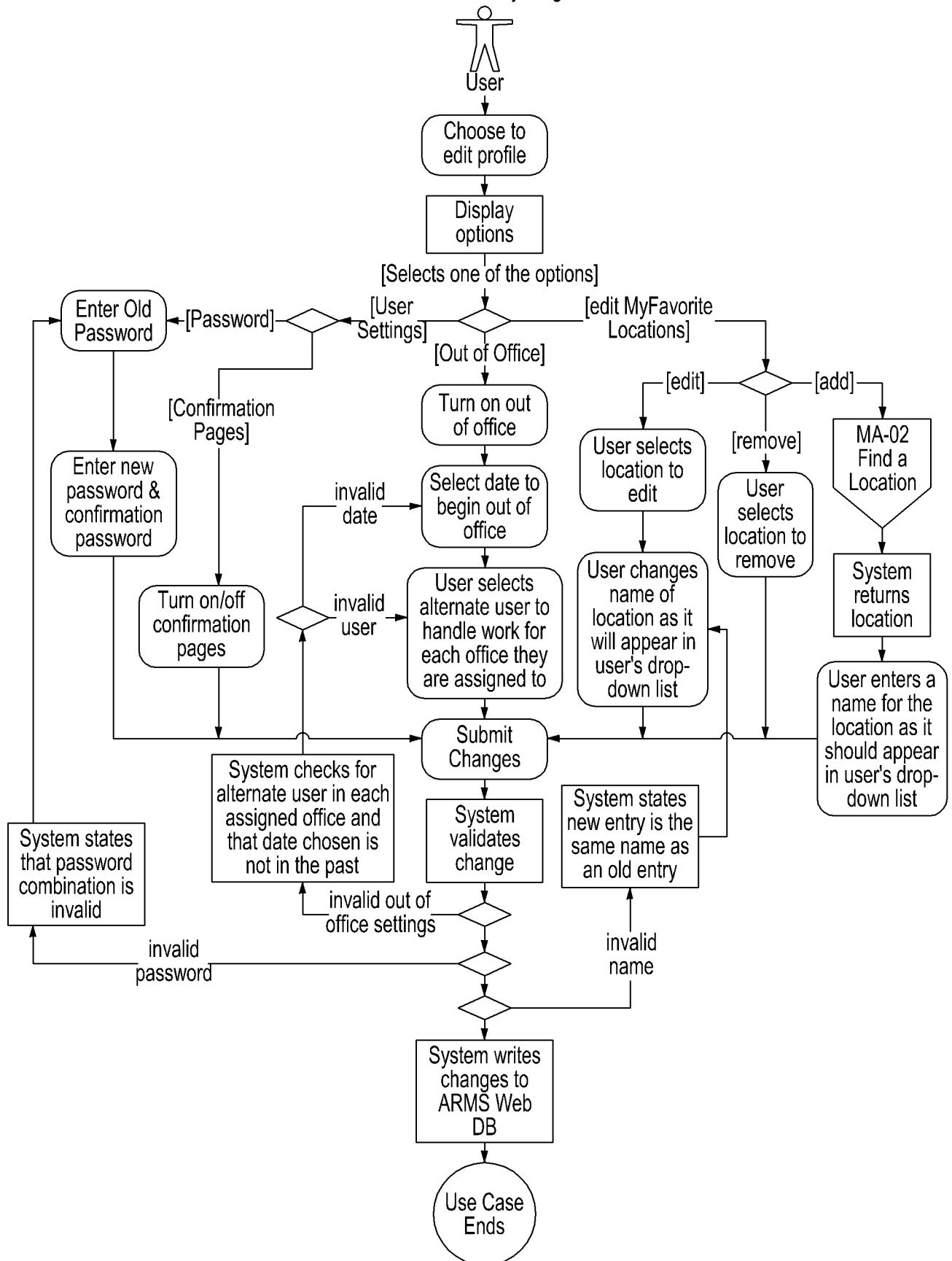
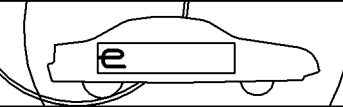


FIG. 158

 <div style="display: inline-block; text-align: right;"> <h2 style="margin: 0;">Welcome to the Automated Rental Management System</h2> </div>																						
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> create a RESERVATION find a CUSTOMER </div> <div> action items completed actions reports my profile help </div> </div>																						
<div style="display: flex; justify-content: space-between;"> <div> Administration: My Profile </div> <div>Office: 001</div> <div>Handling for: Yourself</div> </div>																						
<div style="display: flex; justify-content: space-between;"> <div>Add/Edit My Favorite List</div> <div>PROCESS</div> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 20%;">Name</th> <th style="width: 20%;">Name</th> <th style="width: 20%;">Remove This Branch</th> <th style="width: 40%;">Options:</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td>5976 Ladue</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td rowspan="4"> ① Edit or change the name of the branch. ② Remove a branch by checking the box for that location. ③ Search for a new office to add to your list. </td> </tr> <tr> <td><input type="text" value="North County"/></td> <td>4720 Ramsey</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td><input type="text" value="Main Branch"/></td> <td>1776 Liberty</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td><input type="text" value="University Area"/></td> <td>2802 Lobby Ave</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td colspan="4" style="text-align: center; padding-top: 5px;"> ADD A DIFFERENT OFFICE </td> </tr> </tbody> </table>		Name	Name	Remove This Branch	Options:	<input type="text"/>	5976 Ladue	<input checked="" type="checkbox"/>	① Edit or change the name of the branch. ② Remove a branch by checking the box for that location. ③ Search for a new office to add to your list.	<input type="text" value="North County"/>	4720 Ramsey	<input type="checkbox"/>	<input type="text" value="Main Branch"/>	1776 Liberty	<input type="checkbox"/>	<input type="text" value="University Area"/>	2802 Lobby Ave	<input type="checkbox"/>	ADD A DIFFERENT OFFICE			
Name	Name	Remove This Branch	Options:																			
<input type="text"/>	5976 Ladue	<input checked="" type="checkbox"/>	① Edit or change the name of the branch. ② Remove a branch by checking the box for that location. ③ Search for a new office to add to your list.																			
<input type="text" value="North County"/>	4720 Ramsey	<input type="checkbox"/>																				
<input type="text" value="Main Branch"/>	1776 Liberty	<input type="checkbox"/>																				
<input type="text" value="University Area"/>	2802 Lobby Ave	<input type="checkbox"/>																				
ADD A DIFFERENT OFFICE																						
<div>Out of Office:</div> <div style="margin-top: 10px;"> ① Select feature setting <input type="radio"/> On <input checked="" type="radio"/> Off </div> <div style="margin-top: 10px;"> ② Select the date range you'll be out of the office First Day Out: <input type="text" value="JAN"/> <input type="text" value="12"/> <input type="text" value="2000"/> <input type="button" value="Calendar"/> </div> <div style="margin-top: 10px;"> ③ Please select an Adjuster to handle your accounts <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <div> Office: 001 Adjuster: <input type="text" value="Select an Adjuster"/> </div> <div> Office: 002 Adjuster: <input type="text" value="Select an Adjuster"/> </div> </div> </div>																						
<div>My Settings:</div> <div style="margin-top: 10px;"> Change Password: <div style="display: flex; margin-top: 5px;"> <div style="margin-right: 20px;"> Old Password: <input type="text"/> </div> <div>① Type in your current password.</div> </div> <div style="display: flex; margin-top: 5px;"> <div style="margin-right: 20px;"> New Password: <input type="text"/> </div> <div>② Create a new password using at least six alphanumeric characters.</div> </div> <div style="display: flex; margin-top: 5px;"> <div style="margin-right: 20px;"> Confirm Password: <input type="text"/> </div> <div>③ Confirm your new password.</div> </div> </div> <div style="margin-top: 10px;"> Confirmation Page: Show Confirmation Page? <input type="radio"/> On <input checked="" type="radio"/> Off </div>																						
PROCESS																						
Contact Us Terms & Conditions																						